BCM Rls 6.0

Activity Reporter

Task Based Guide

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Activity Reporter

Overview

Activity Reporter Basic is a fully integrated browser-based application for analyzing telecommunication records.

Activity Reporter Basic gathers data from various facilities of the BCM including voice mail, auto attendant, call detail recording and hunt groups. The information is processed on a daily basis and can be previewed directly from a browser and printed.

Activity Reporter Basic retains information for the previous four 4 days only. It is intended for customers with simple reporting needs. Customers with more sophisticated requirements would generally use the **Activity Reporter Standard application.**

Activity Reporter Standard: Is a comprehensive telecommunications management system which operates on a separate Windows computer. Activity Reporter is a dynamic 100% browser-based application that helps businesses track and manage telecommunication facilities. Activity Reporter Standard is intended for customers with comprehensive reporting requirements. It processes and stores the communications data into an embedded SQL database. Activity Reporter Standard can maintain and report on BCM telephony activity for longer periods of activity (e.g. 1 week, 1 month, 1 year, etc.). The duration of the reporting period is limited only by the host computer disk space.

Key features of Activity Reporter include:

- Scheduled reporting and email delivery.
- Pre-configured and impromptu reporting capabilities.
- Historical data storage is limited solely by size of hard drive.
- Telephone call activity can be associated with employees/extensions and departments.
- Multi-user access from any authorized desktop computer.

Communication data gathered can include:

- Telephone Call Activity.
- Custom Call Routing Activity.
- Voice Mailbox Activity.
- Hunt Groups Activity.

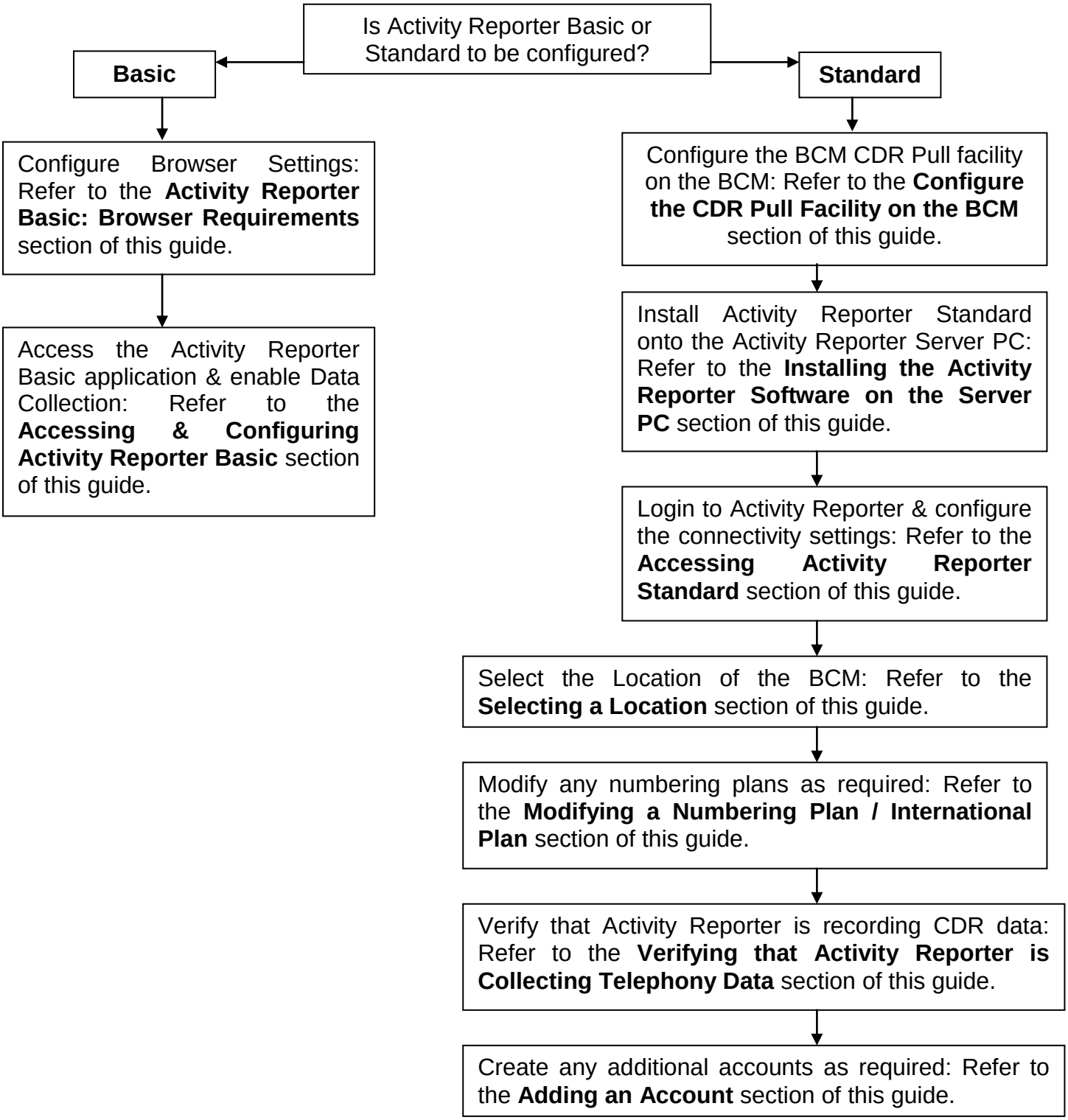
Required Information

Before commencing Activity Reporter, it would be useful to obtain the following information:

- Is Activity Reporter Basic or Standard to be used?
- What is the BCM's IP Address? This is required when configuring CDR Pull.
- If Activity Reporter Standard is to be used. Which PC is going to be used as the Activity Reporter Server?
- What Administrator and or Users Accounts are required?

Flow Chart

The following flowchart depicts the relevant steps to configure both versions of Activity Reporter:

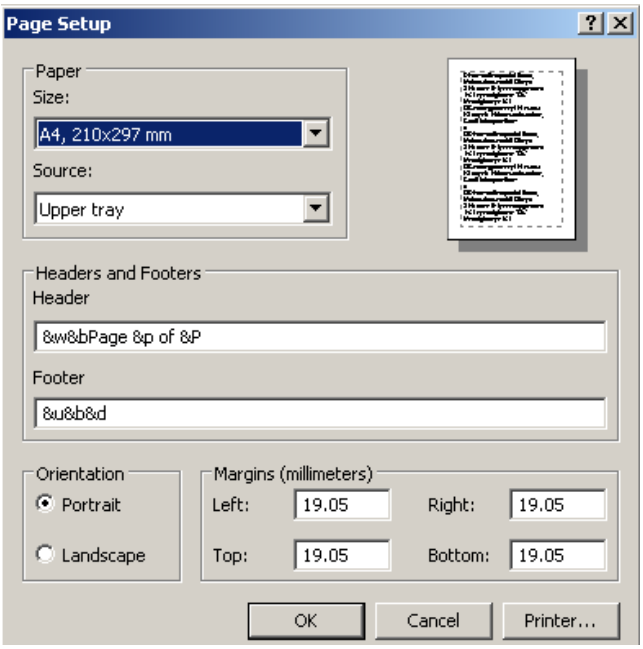

Is Activity Reporter Basic or Standard to be configured?
Basic
Standard
Configure Browser Settings: Refer to the **Activity Reporter Basic: Browser Requirements** section of this guide.
Access the Activity Reporter Basic application & enable Data Collection: Refer to the **Accessing & Configuring Activity Reporter Basic** section of this guide.
Configure the BCM CDR Pull facility on the BCM: Refer to the **Configure the CDR Pull Facility on the BCM** section of this guide.
Install Activity Reporter Standard onto the Activity Reporter Server PC: Refer to the **Installing the Activity Reporter Software on the Server PC** section of this guide.
Login to Activity Reporter & configure the connectivity settings: Refer to the **Accessing Activity Reporter Standard** section of this guide.
Select the Location of the BCM: Refer to the **Selecting a Location** section of this guide.
Modify any numbering plans as required: Refer to the **Modifying a Numbering Plan / International Plan** section of this guide.
Verify that Activity Reporter is recording CDR data: Refer to the **Verifying that Activity Reporter is Collecting Telephony Data** section of this guide.
Create any additional accounts as required: Refer to the **Adding an Account** section of this guide.

Activity Reporter Basic: Browser Requirements

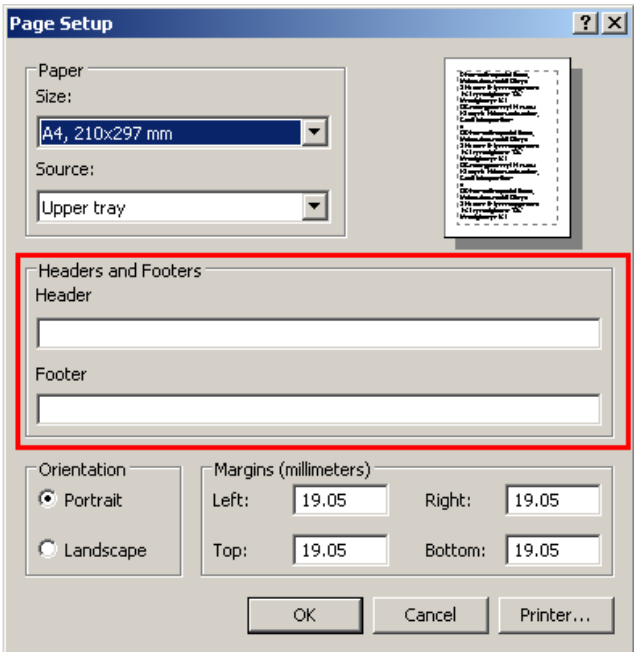
In order to maximize print quality for hard copy reports, you may need to adjust the settings of your browser.

Recommended Browser Settings:

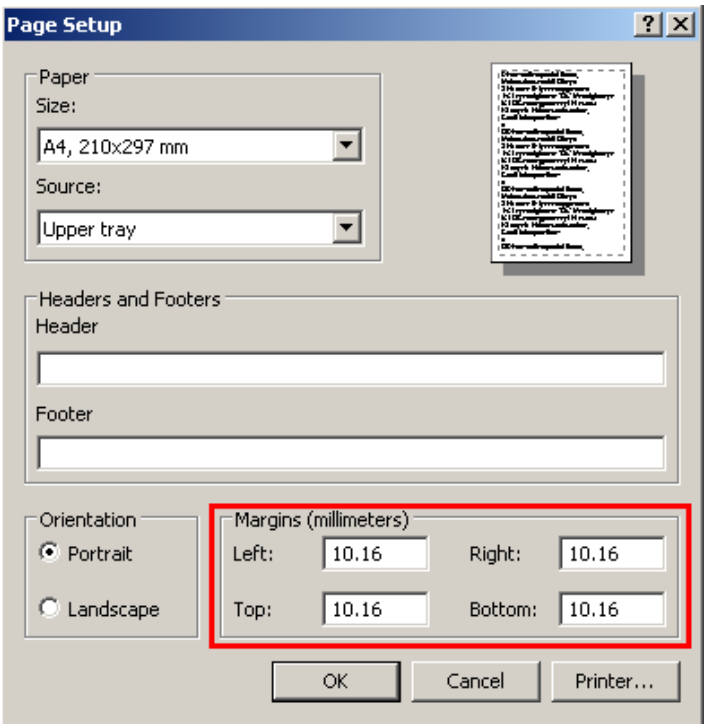
1. From the Internet Explorer page select **File**, **Page Setup** (or **Print, Page Setup** if using IE7).



2. Remove the contents of the **Header** & **Footer** fields.



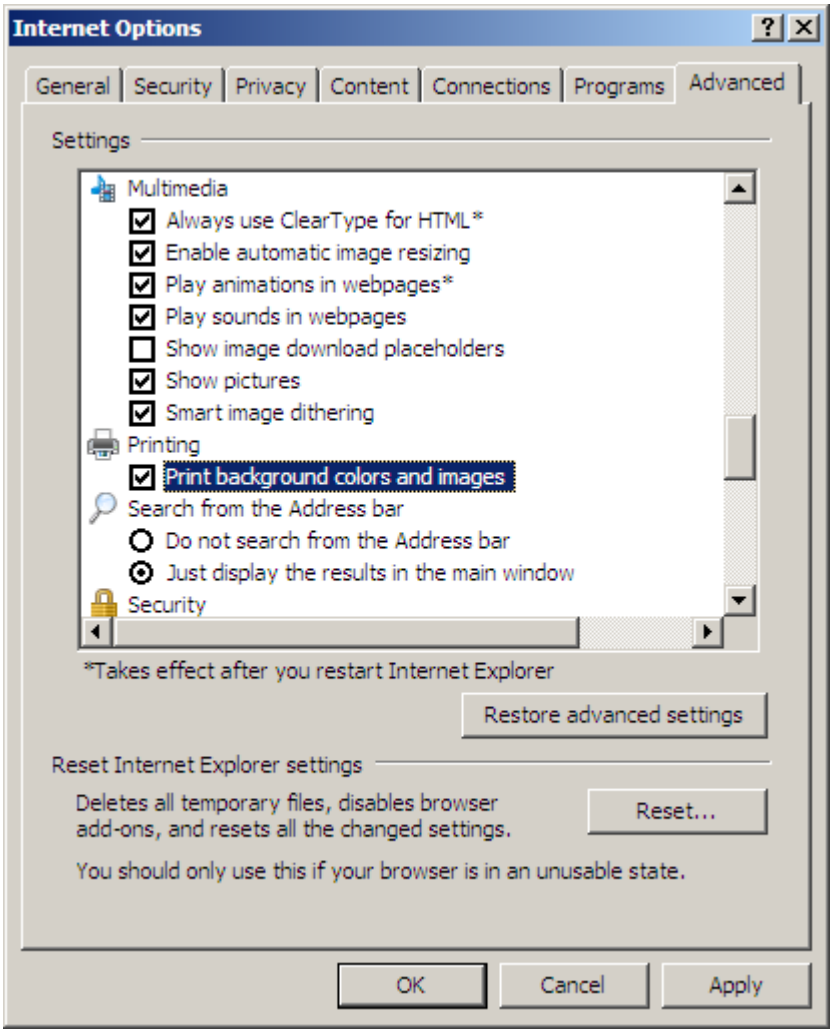
3. Set all **Margins** (Left, Right, Top & Bottom) to 0.4 inches.* (10.16mm).



4. Click on **OK.**

5. Now select **Tools**, **Internet Options**, and the **Advanced** tab.

6. Scroll down until you reach the Printing section. Enable (tick) the option **Print background colours and images**.



Activity Reporter Standard

For configurations of the Activity Reporter Standard solution a Web Server is required. The Web Server computer must be connected to your BCM via either a direct connection or your corporate network.
Activity Reporter can operate on both stand-alone computers and network environments.

The minimum recommended requirements for the PC designated as the Activity Reporter Web Server is:

- Pentium III processor.
- 512 MB RAM.
- Network Connectivity to a BCM with a valid Activity Reporter keycode.
- Browser - Internet Explorer 6.x (or later).

Recommended Operating Systems:

- Windows XP Professional SP3.
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit.
- Windows 7
- Windows Server 2003 Standard and Enterprise SP2.
- Windows Server 2008 Standard and Enterprise SP2.
- Windows Small Business Server R2.

Note: Only one PC on the network should be designated as the Activity Reporter Web Server. All other network PCs can access Activity Reporter user interface by using with Internet Explorer. No other software is required on these PCs. They will however require configured accounts to log into the Activity Reporter Server PC.

BCM Requirements – Activity Reporter Standard

The BCM must be configured to permit retrieval of CDR, CCR, Hunt Group and Voice Mail telephony data via the **CDR Pull** feature. The Activity Reporter key code file needs to be loaded on the BCM. A BCM account with either CDR or administrative privileges will also need to be configured.

The Activity Reporter Web Server PC communicates directly with the BCM via an IP connection to retrieve telephony data. Only the Activity Reporter Web Server PC needs to communicate with the BCM directly.

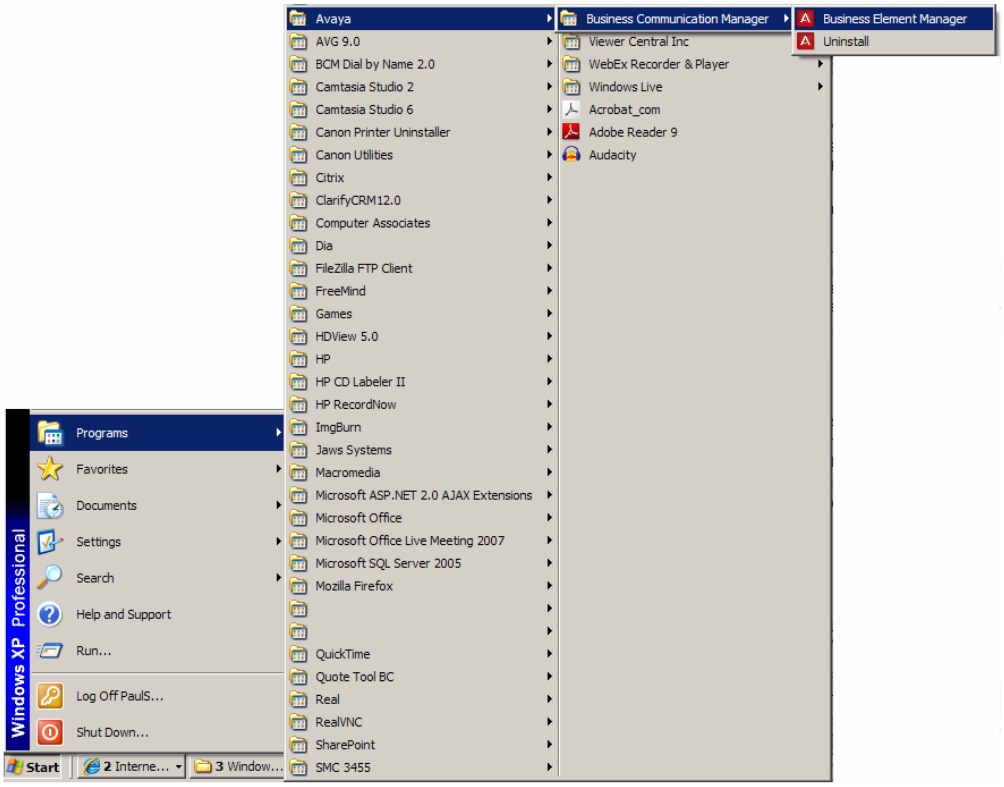
Configuration of Activity Reporter Basic

The Activity Reporter solution is configured for use within the BCM itself as an integrated feature. A separate web server element and separate user software are not required. When you enable Activity Reporter Basic, the BCM automatically generates reports and updates them each night. The reports reflect the performance of the BCM during the past four days. The panel displays the date and time of the most recent report.

Accessing & Configuring Activity Reporter Basic

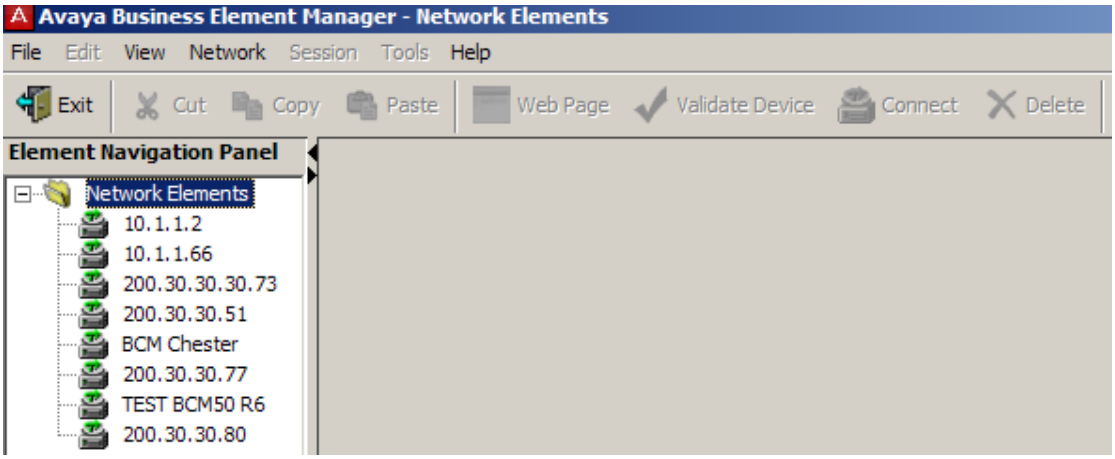
This section describes how to access the Element Manager interface, perform basic configuration, and then access the Activity Reporter Basic application to view reports.

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

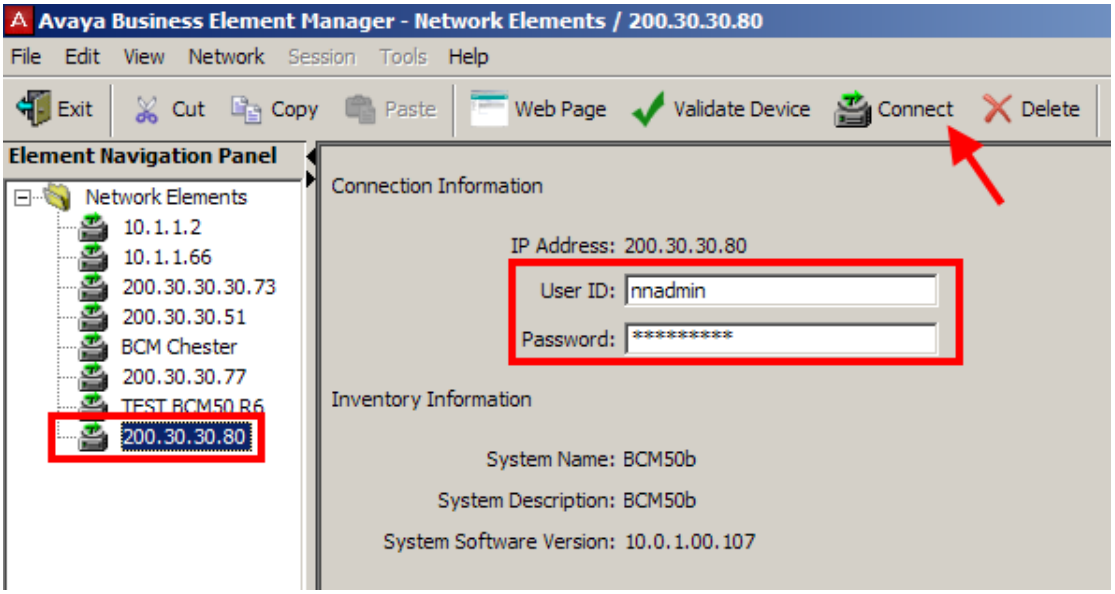


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

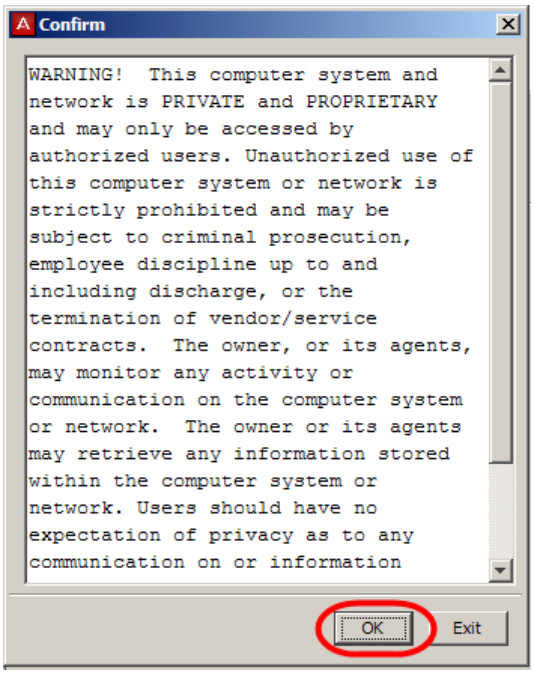


4. Open the **Network Elements** folder and select the IP Address of the BCM.

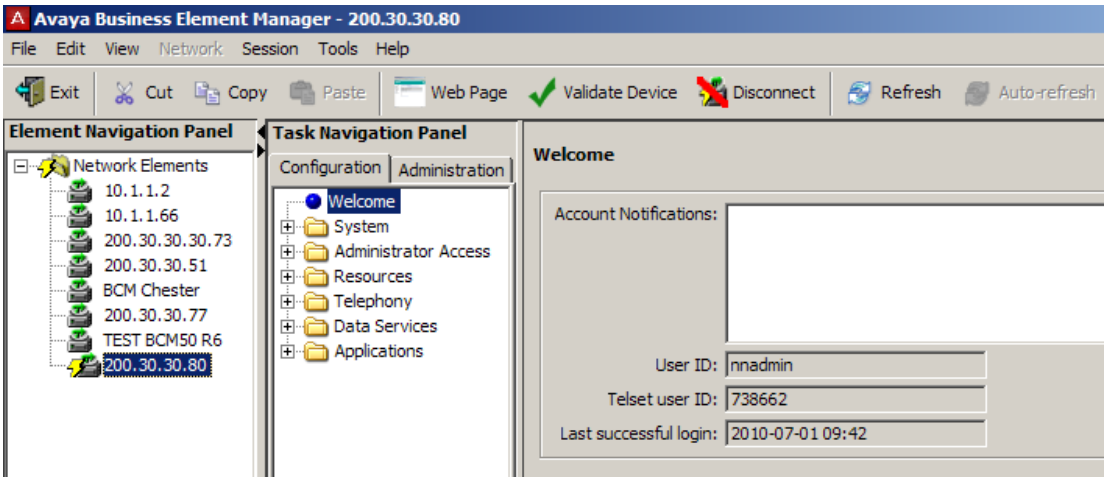


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

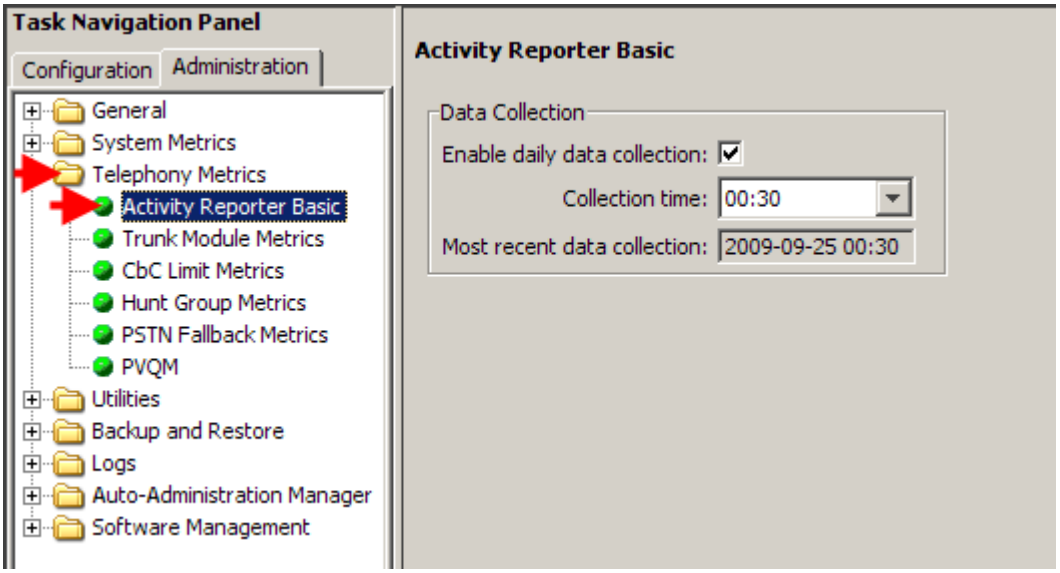
6. A warning screen will appear, read the warning and click **OK**.


Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

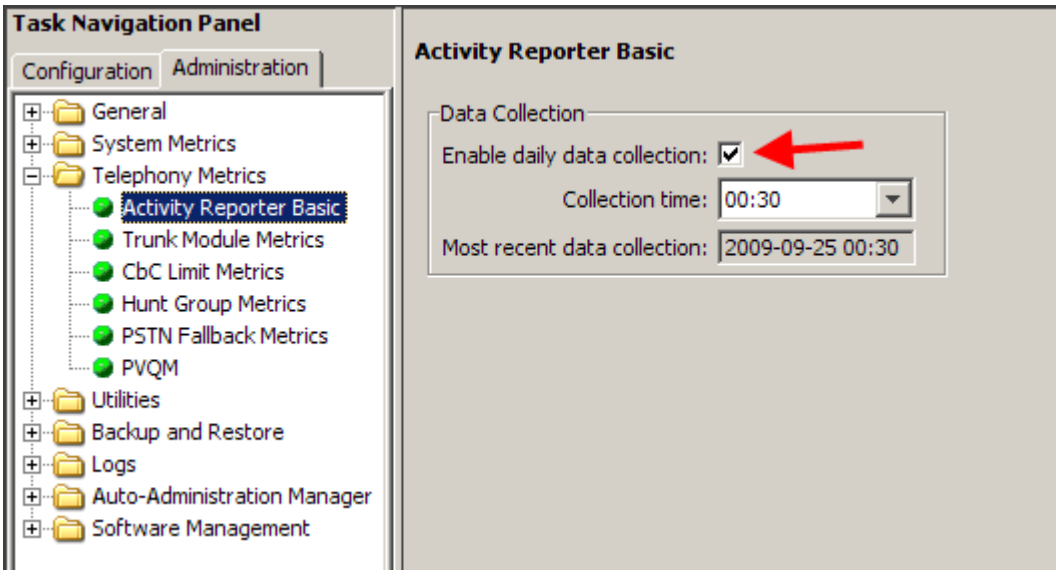
7. You will be presented with the Element Manager interface.



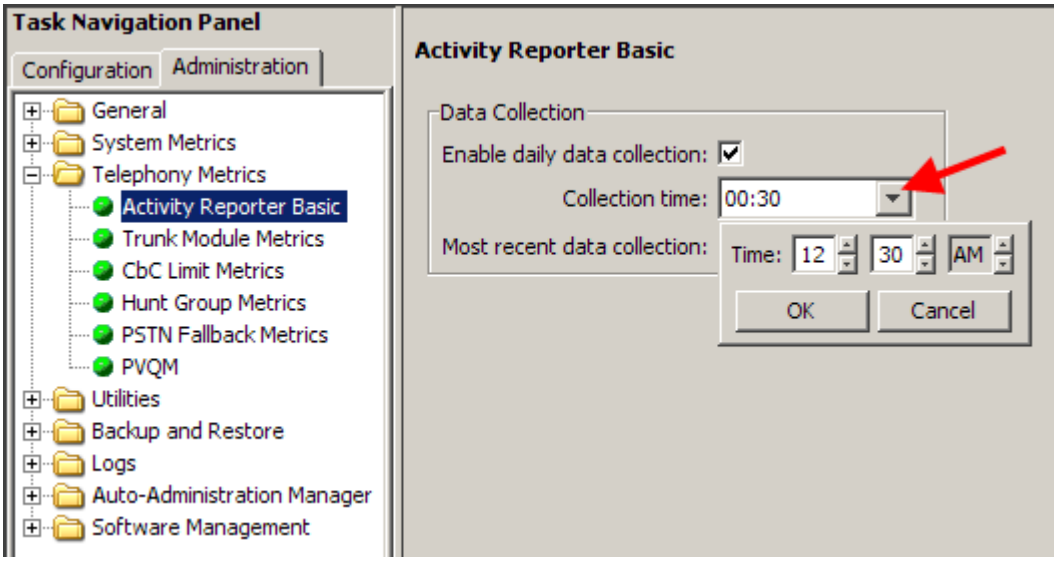
8. From the **Administration** tab open the **Telephony Metrics** folder and select the **Activity Reporter Basic** link.



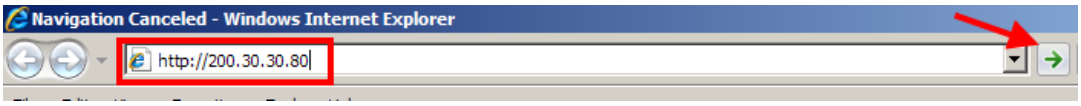
9. Select the **Enable Daily Data Collection** checkbox to activate Activity Reporter Basic.



10. In the **Collection Time** drop-down menu, select a time to generate daily reports. The default time is 12:30 am.

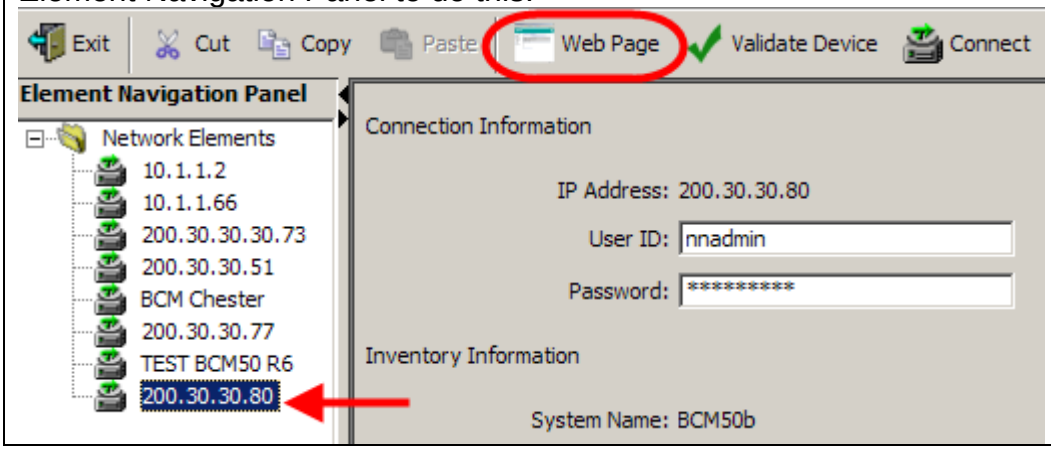


11. The **Activity Reporter Basic** Application can now be accessed. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

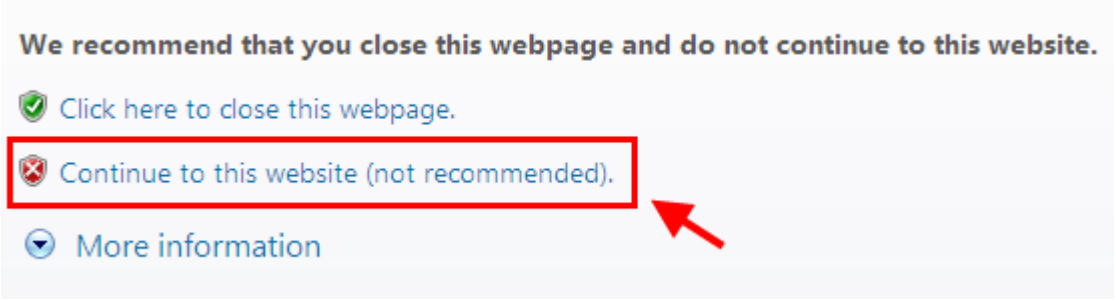


12. Click on **Go**, or press Return on your keyboard.

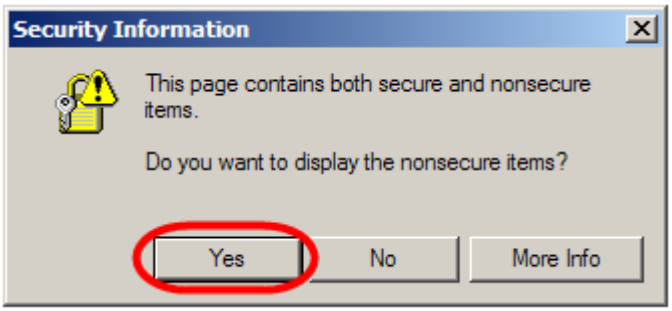
Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



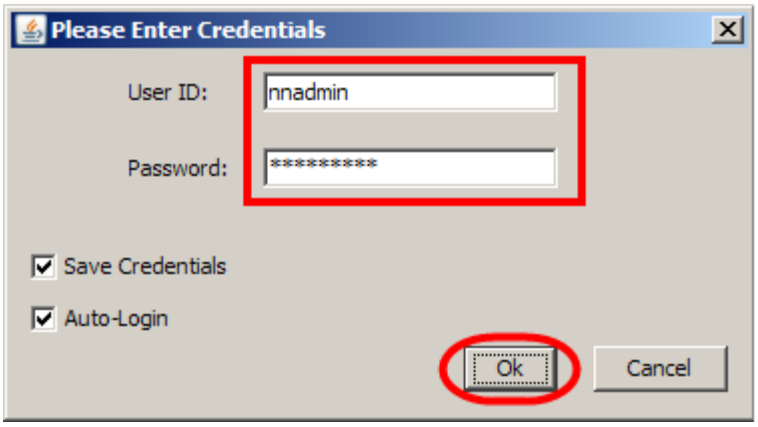
13. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.


We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

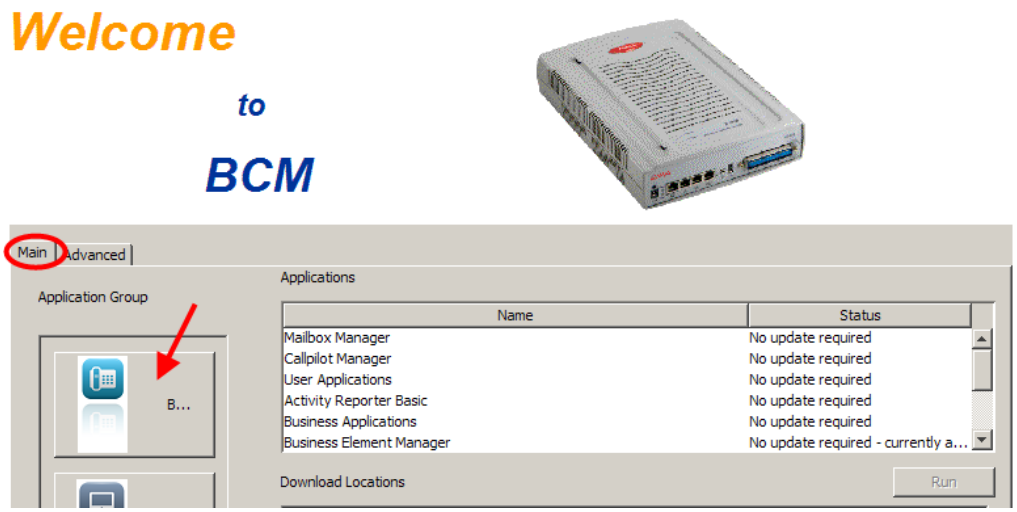
14. Accept any further security messages that you may get presented with.



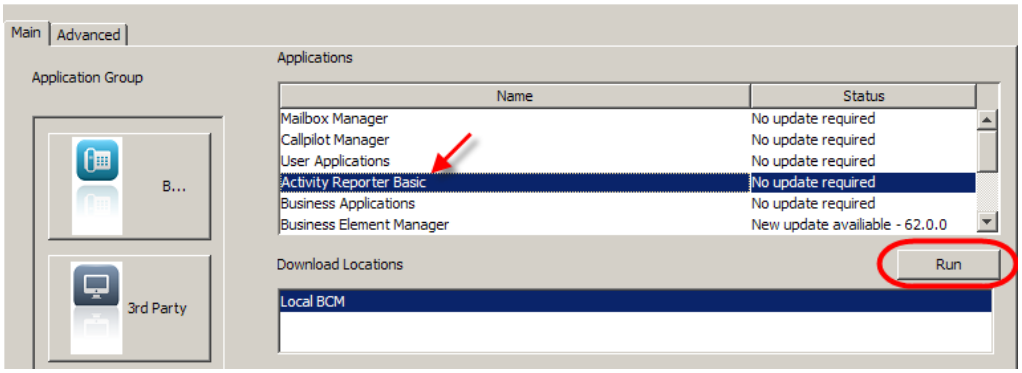
15. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID*:* nnadmin Password*:* PlsChgMe! Click on **OK**.



16. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

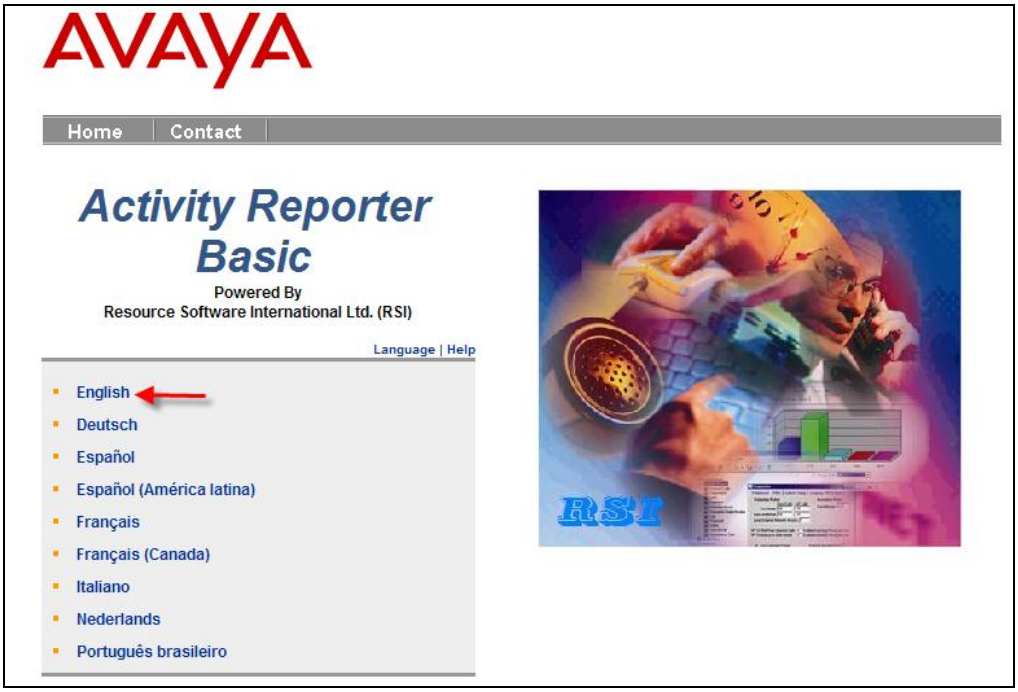


17. Select the **Activity Reporter Basic** option and click on **Run**.

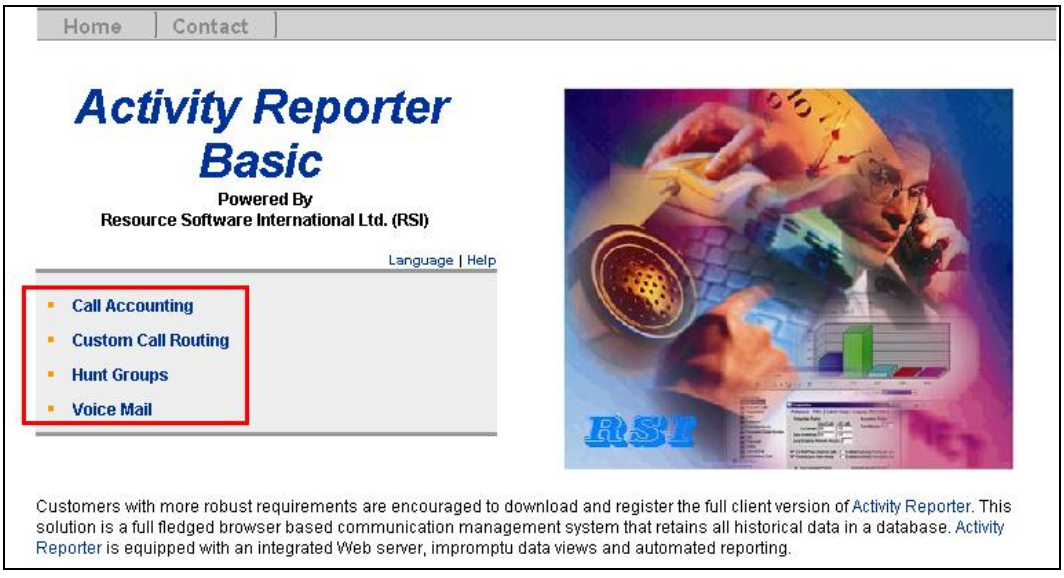


18. Accept any further security warnings. You may need to enter the security credentials again.

19. The **Activity Reporter Basic** page will be displayed. Select the language as required. In this example English has been selected.



20. You will be presented with a choice of four options. Select an option as required.

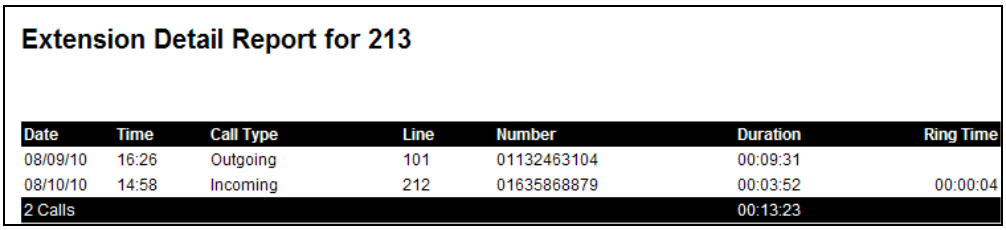

Home
Contact
Activity Reporter Basic
Powered By
Resource Software International Ltd. (RSI)
Language | Help
Call Accounting
Custom Call Routing
Hunt Groups
Voice Mail
RSI
Customers with more robust requirements are encouraged to download and register the full client version of Activity Reporter. This solution is a full fledged browser based communication management system that retains all historical data in a database. Activity Reporter is equipped with an integrated Web server, impromptu data views and automated reporting.

21. **Call Accounting: Extension Detail Report.** Select the **Extension Detail Report** link.

Home
Contact
Activity Reporter Basic
Powered By
Resource Software International Ltd. (RSI)
Language | Help
Call Accounting
Extension Detail Report
Extension Summary Report
Call Summary Report
Chronological Detail Report
Custom Call Routing
Hunt Groups
Voice Mail
Customers with more robust requirements are encouraged to download and register the full client version of Activity Reporter. This solution is a full fledged browser based communication management system that retains all historical data in a database. Activity Reporter is equipped with an integrated Web server, impromptu data views and automated reporting.

22. You will be presented with a screen offering a list of extension. Select the extension required.

23. A detailed report for the selected extension will be displayed. The Extension Detail Report illustrates telephone activity details for any extension that has made or received at least one telephone call during the reporting period. The information displayed includes the date and time of the call, the digits dialled for calls made or digits received for incoming call), the duration of the call, the ring time of incoming calls and line/trunk that was utilised for the call. The total number of calls and total duration is also summarized at the bottom of the report.

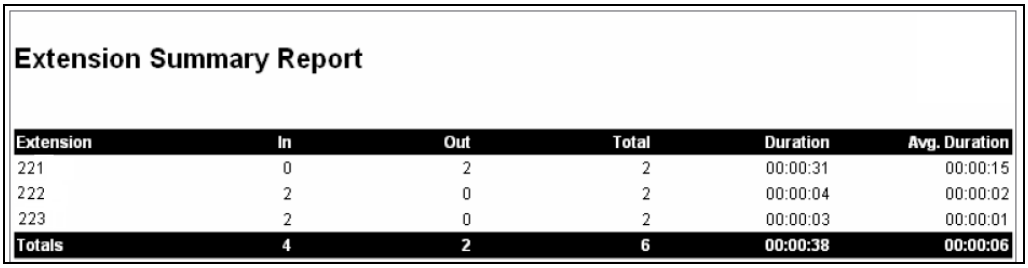


Extension Detail Report for 213

Date	Time	Call Type	Line	Number	Duration	Ring Time
08/09/10	16:26	Outgoing	101	01132463104	00:09:31	
08/10/10	14:58	Incoming	212	01635868879	00:03:52	00:00:04
2 Calls					00:13:23	

24. **Call Accounting: Extension Summary Report.** Select the **Extension Summary Report** link.

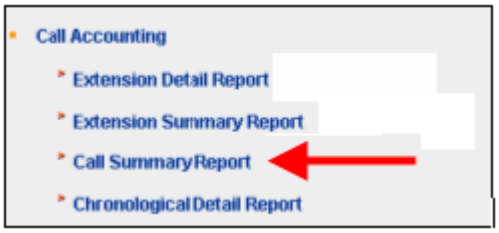
25. You will be presented with a summary report for the extensions on the BCM. The Extension Summary Report displays a summary of telephone call activity for the previous four days. The information includes the total number of incoming and outgoing calls and total call duration of the calls broken down for each extension. Overall totals for incoming and outgoing calls and overall total call duration are reported.



Extension Summary Report

Extension	In	Out	Total	Duration	Avg. Duration
221	0	2	2	00:00:31	00:00:15
222	2	0	2	00:00:04	00:00:02
223	2	0	2	00:00:03	00:00:01
Totals	**4**	**2**	**6**	**00:00:38**	**00:00:06**

26. **Call Accounting: Call Summary Report.** Select the **Call Summary report** link.

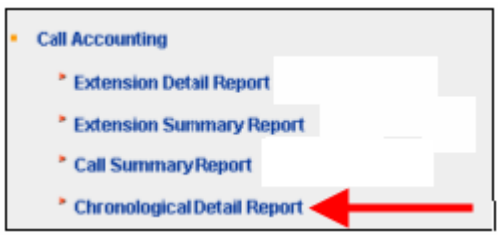


27. The Call Summary Report is a single page report of major call activity relating for the previous four day period. The information includes total number of calls, the total number of outgoing calls, the total number of incoming calls, the total number of abandoned calls and average incoming ring time.

Call Summary Report

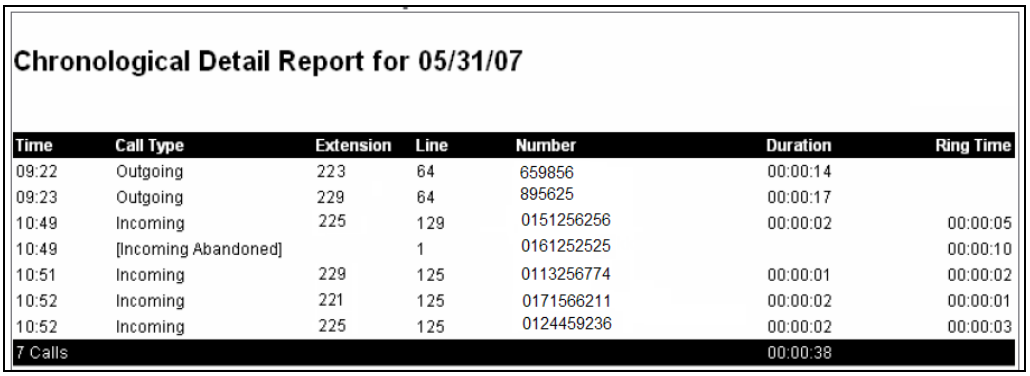
Total Calls	6	Total Calls Longer Than 60 Minutes	0
Total Duration	00:00:38	Incoming	0
Average Duration	00:00:06	Outgoing	0
		Tandem	0
Total Outgoing Calls	2	Total Calls Between 30 and 60 Minutes	0
Total Outgoing Call Duration	00:00:31	Incoming	0
Average Outgoing Duration	00:00:15	Outgoing	0
		Tandem	0
Total Incoming Calls	4	Total Calls Between 15 and 30 Minutes	0
Total Incoming Call Duration	00:00:07	Incoming	0
Average Incoming Duration	00:00:01	Outgoing	0
		Tandem	0
Total Tandem Calls	0	Total Calls Between 5 and 15 Minutes	0
Total Tandem Call Duration	00:00:00	Incoming	0
Average Tandem Duration	00:00:00	Outgoing	0
		Tandem	0
Total Abandoned Incoming Calls	1	Average Incoming Ring Time	00:00:04

28. **Call Accounting: Chronological Detail Report.** Select the **Chronological Detail Report** link.



29. The dates for the reports will be displayed. Select the date for the data that you wish to view.

30. The details of the report will then be displayed.



Chronological Detail Report for 05/31/07

Time	Call Type	Extension	Line	Number	Duration	Ring Time
09:22	Outgoing	223	64	659856	00:00:14	
09:23	Outgoing	229	64	895625	00:00:17	
10:49	Incoming	225	129	0151256256	00:00:02	00:00:05
10:49	[Incoming Abandoned]		1	0161252525		00:00:10
10:51	Incoming	229	125	0113256774	00:00:01	00:00:02
10:52	Incoming	221	125	0171566211	00:00:02	00:00:01
10:52	Incoming	225	125	0124459236	00:00:02	00:00:03
7 Calls					00:00:38	

31. **Custom Call Routing: Custom Call Routing Detail Report.** Select the **Custom Call Routing** link followed by the **Custom Call Routing Detailed Report** link.

Home
Contact
Activity Reporter Basic
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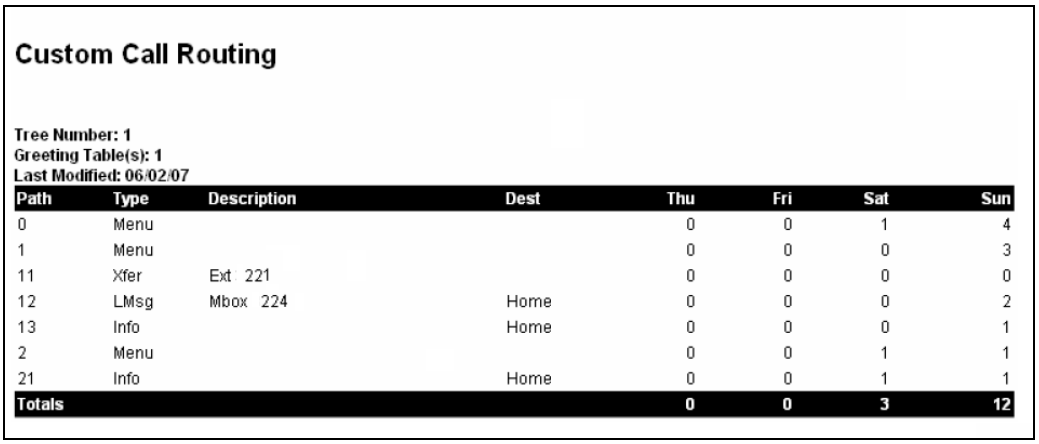
Resource Software International Ltd. (RSI)
Language | Help
Call Accounting
Custom Call Routing
Custom Call Routing Detail Report
Custom Call Routing Graph Summary
Hunt Groups
Voice Mail
RSI
Customers with more robust requirements are encouraged to download and register the full client version of Activity Reporter. This solution is a full fledged browser based communication management system that retains all historical data in a database. Activity Reporter is equipped with an integrated Web server, impromptu data views and automated reporting.

32. The **Custom Call Routing Detail Report** will be displayed. This report provides statistics for each greeting table within the automated attendant and the Custom Call Routing Trees assigned to them for the previous four days. The available information includes the selected option (or prompt), type of transfer and number of selections made.



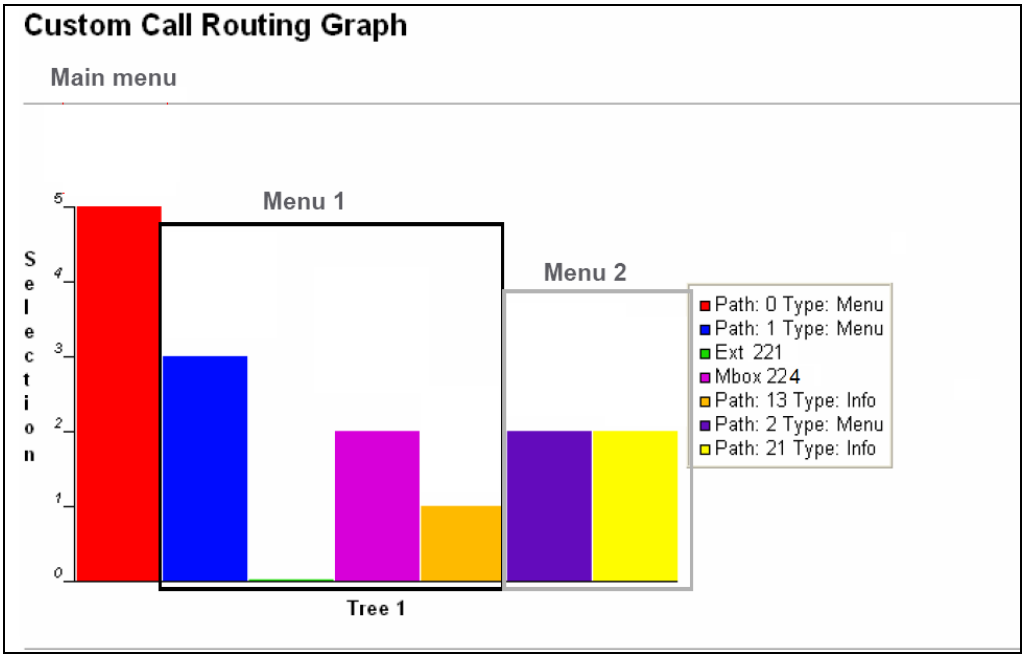
Custom Call Routing

Tree Number: 1
Greeting Table(s): 1
Last Modified: 06/02/07

Path	Type	Description	Dest	Thu	Fri	Sat	Sun
0	Menu			0	0	1	4
1	Menu			0	0	0	3
11	Xfer	Ext 221		0	0	0	0
12	LMsg	Mbox 224	Home	0	0	0	2
13	Info		Home	0	0	0	1
2	Menu			0	0	1	1
21	Info		Home	0	0	1	1
Totals				**0**	**0**	**3**	**12**

33. **Custom Call Routing: Custom Call Routing Graph Summary.** Select the **Custom Call Routing** link followed by the **Custom Call Routing Graph Summary** link.

34. The **Custom Call Routing Graph Summary** will be displayed. This provides a graphical view of each greeting table and associated Custom Call Routing Tree for the previous four days. The prompts for each tree are presented in a bar graph to highlight prompt activity within each greeting table**.**



35. **Hunt Groups: Hunt Group Summary Report.** Select the **Hunt Groups** link followed by the **Hunt Group Summary Report** link.

Home
Contact
Activity Reporter Basic
Powered By
Resource Software International Ltd. (RSI)
Language | Help
Call Accounting
Custom Call Routing
Hunt Groups
Hunt Group Summary Report
Hunt Group Graph Summary
Voice Mail
RSI
Customers with more robust requirements are encouraged to download and register the full client version of Activity Reporter. This solution is a full fledged browser based communication management system that retains all historical data in a database. Activity Reporter is equipped with an integrated Web server, impromptu data views and automated reporting.

36. The **Hunt Group Summary Report** will be displayed. This report displays the daily summary information for each configured hunt group.

37. One report is available for each of the four previous days. The information displayed includes calls answered, abandoned calls and overflow calls.

Hunt Group Summary For: 09/13/07

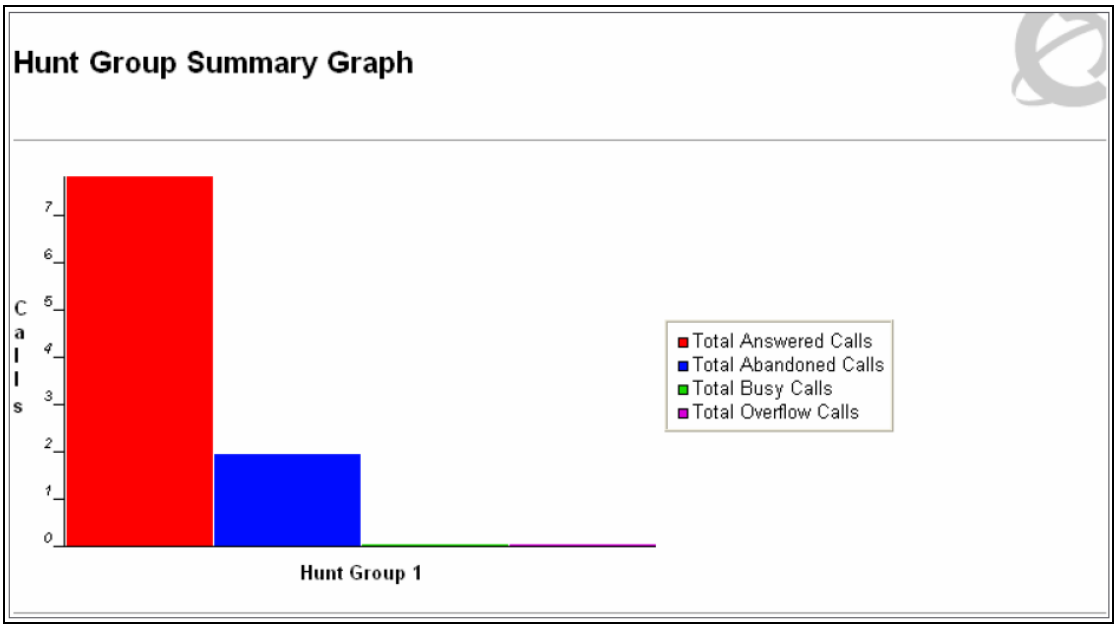
Group	Total Calls	Calls Answered	% Ans	Avg. Ans. Time	Abd. Calls	% Abd	Busy Calls	% Busy	Overflow Calls	Avg. Overflow
01	0	0	0	0	0	0	0	0	0	0
02	0	0	0	0	0	0	0	0	0	0
03	0	0	0	0	0	0	0	0	0	0
04	0	0	0	0	0	0	0	0	0	0
05	0	0	0	0	0	0	0	0	0	0
06	0	0	0	0	0	0	0	0	0	0
07	0	0	0	0	0	0	0	0	0	0
08	0	0	0	0	0	0	0	0	0	0
09	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Hunt Group Summary For: 09/14/07

Group	Total Calls	Calls Answered	% Ans	Avg. Ans. Time	Abd. Calls	% Abd	Busy Calls	% Busy	Overflow Calls	Avg. Overflow
01	0	0	0	0	0	0	0	0	0	0
02	0	0	0	0	0	0	0	0	0	0
03	0	0	0	0	0	0	0	0	0	0
04	0	0	0	0	0	0	0	0	0	0
05	0	0	0	0	0	0	0	0	0	0
06	0	0	0	0	0	0	0	0	0	0
07	0	0	0	0	0	0	0	0	0	0
08	0	0	0	0	0	0	0	0	0	0
09	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0
11	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0
13	0	0	0	0	0	0	0	0	0	0
14	0	0	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0	0	0
16	0	0	0	0	0	0	0	0	0	0
17	0	0	0	0	0	0	0	0	0	0
18	0	0	0	0	0	0	0	0	0	0
19	0	0	0	0	0	0	0	0	0	0
20	0	0	0	0	0	0	0	0	0	0
21	0	0	0	0	0	0	0	0	0	0
22	0	0	0	0	0	0	0	0	0	0
23	0	0	0	0	0	0	0	0	0	0
24	0	0	0	0	0	0	0	0	0	0
25	0	0	0	0	0	0	0	0	0	0
26	0	0	0	0	0	0	0	0	0	0
27	0	0	0	0	0	0	0	0	0	0
28	0	0	0	0	0	0	0	0	0	0
29	0	0	0	0	0	0	0	0	0	0
30	0	0	0	0	0	0	0	0	0	0
Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

38. **Hunt Groups: Hunt Group Graph Summary Report.** Select the **Hunt Groups** link followed by the **Hunt Group Graph Summary Report** link.

39. The **Hunt Group Graph Summary** will be displayed. This report provides a graphical view of statistics for each configured hunt group group. Each graph summarizes activity for the previous four days. The available information includes calls answered, abandoned calls and overflow calls.



40. **Voice Mail: Mailbox Detail Report.** Select the **Mailbox Detail Report** link.

Home
Contact
Activity Reporter Basic
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Resource Software International Ltd. (RSI)
Language | Help
Call Accounting
Custom Call Routing
Hunt Groups
Voice Mail
Mailbox Detail Report
RSI
Customers with more robust requirements are encouraged to download and register the full client version of Activity Reporter. This solution is a full fledged browser based communication management system that retains all historical data in a database. Activity Reporter is equipped with an integrated Web server, impromptu data views and automated reporting.

41. The **Mailbox Detail Report** will be displayed. This report displays the previous four days of statistics for every mailbox in the system. The information includes the last time the mailbox was accessed, number of messages received, number of messages played, and average message length and playback time.

Mailbox Detail Report

Mailbox: 100 - GENERAL_DELIVERY,MB

Date	Messages Recorded			Max. Msg. Length	Messages Received			Access Details		
	Total	Length	Average		Total	Length	Average	Total	Time	Avg. Min.
09/13/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/14/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/15/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/16/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
Totals	**0**	**0.0**	**0.0**	**0**	**0**	**0.0**	**0.0**	**0**	**0**	**0**

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Mailbox Detail Report

Mailbox: 102 - SYSTEM_MANAGER,MB

Date	Messages Recorded			Max. Msg. Length	Messages Received			Access Details		
	Total	Length	Average		Total	Length	Average	Total	Time	Avg. Min.
09/13/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/14/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/15/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/16/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
Totals	**0**	**0.0**	**0.0**	**0**	**0**	**0.0**	**0.0**	**0**	**0**	**0**

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Mailbox Detail Report

Mailbox: 218 - Test,Emily

Date	Messages Recorded			Max. Msg. Length	Messages Received			Access Details		
	Total	Length	Average		Total	Length	Average	Total	Time	Avg. Min.
09/13/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/14/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/15/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
09/16/07	0	0.0	0.0	0	0	0.0	0.0	0	0	0
Totals	**0**	**0.0**	**0.0**	**0**	**0**	**0.0**	**0.0**	**0**	**0**	**0**

Configuration of Activity Reporter Standard

Activity Reporter Standard is a dynamic 100% browser-based application that helps businesses track and manage their telecommunication system. Activity Reporter Standard is intended for customers with comprehensive reporting requirements. This application is a communication management system which operates on a Windows computer as a web server. Historical data is retrieved from various facilities including voice mail, auto attendant, call detail recording and hunt groups. Activity Reporter processes and stores the data into an embedded SQL database.

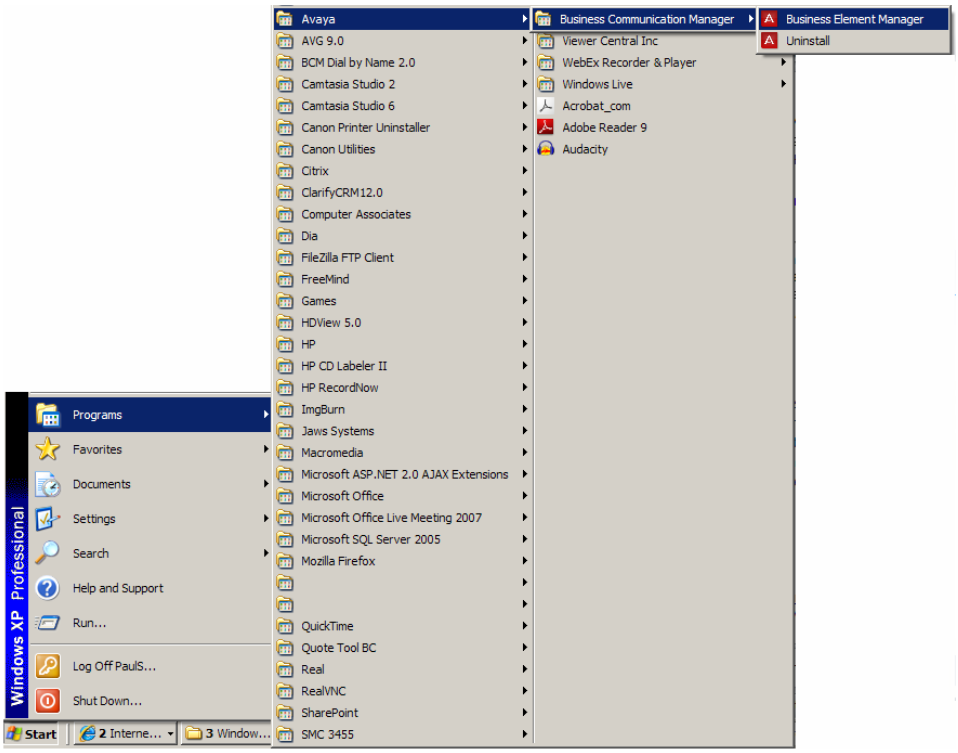
The BCM must be configured to permit retrieval of CDR data as well as Custom Call Routing, Hunt Group and Voice Mail data. This can be achieved by utilising the BCM's CDR Pull feature. Additionally an Activity Reporter key code and BCM account with either CDR or administrative privileges is also required.

Note: Only one PC on the network should be designated as the Activity Reporter Web Server. Install the Activity Reporter application software onto the designated PC only. All other network PCs from which configured users access the Activity Reporter use Internet Explorer. No other software is required on these PCs.

Configuring the CDR Pull Facility on the BCM

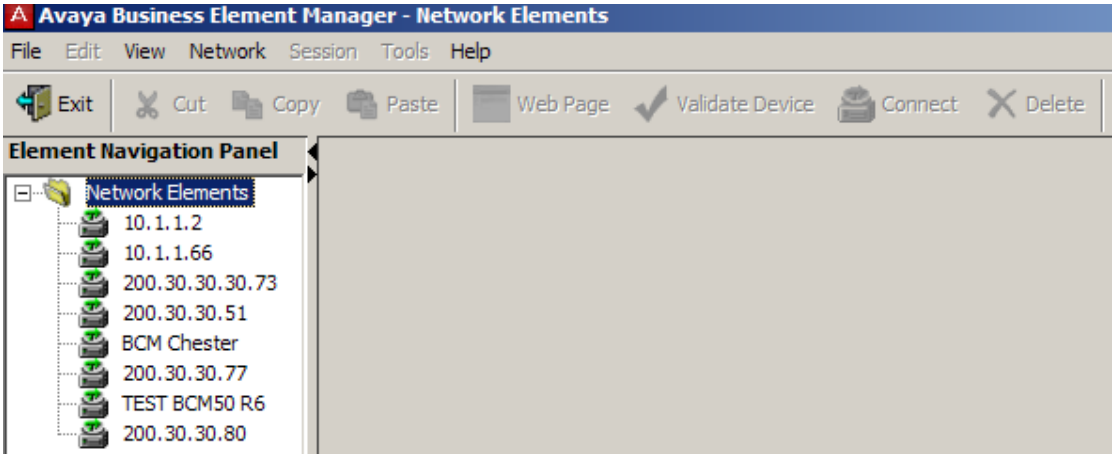
This section describes how to access the Element Manager interface and configure the CDR **Pull** facility.

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

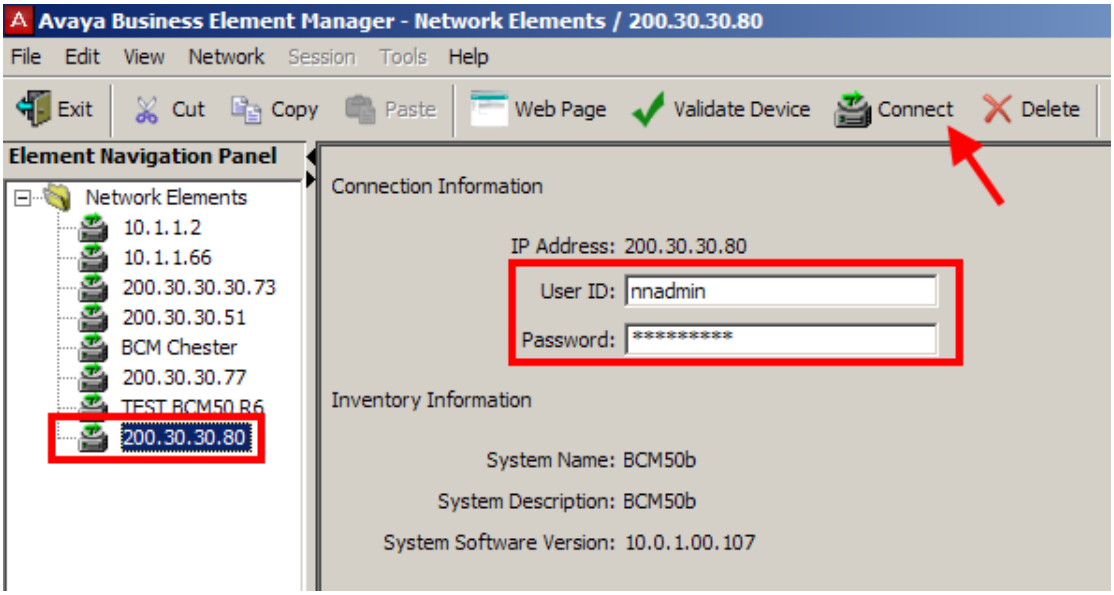


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

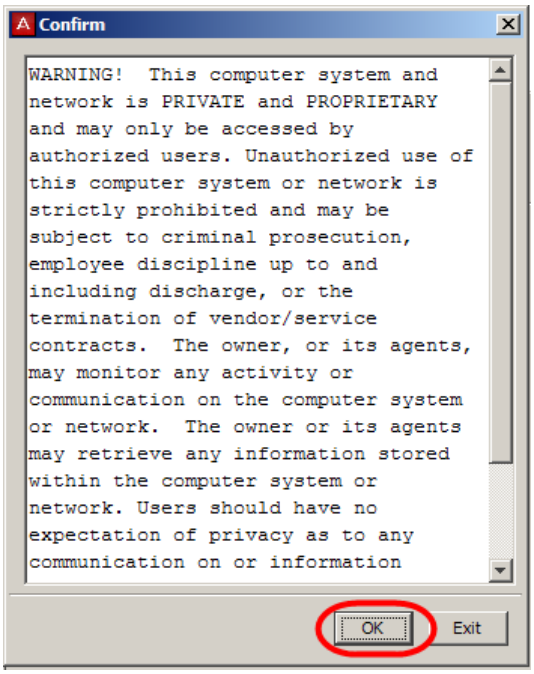


4. Open the **Network Elements** folder and select the IP Address of the BCM.

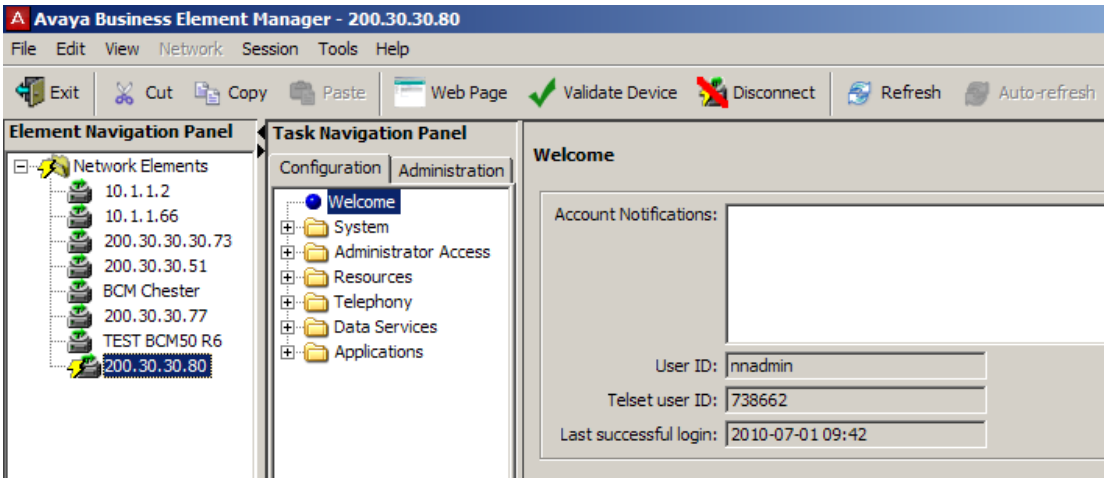


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

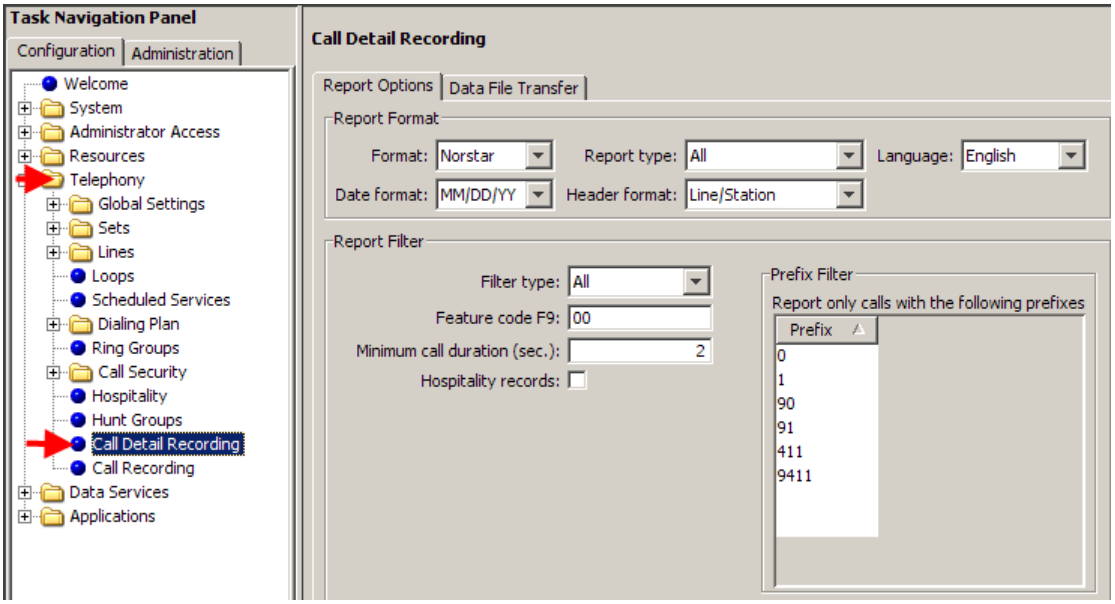
6. A warning screen will appear, read the warning and click **OK**.


Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

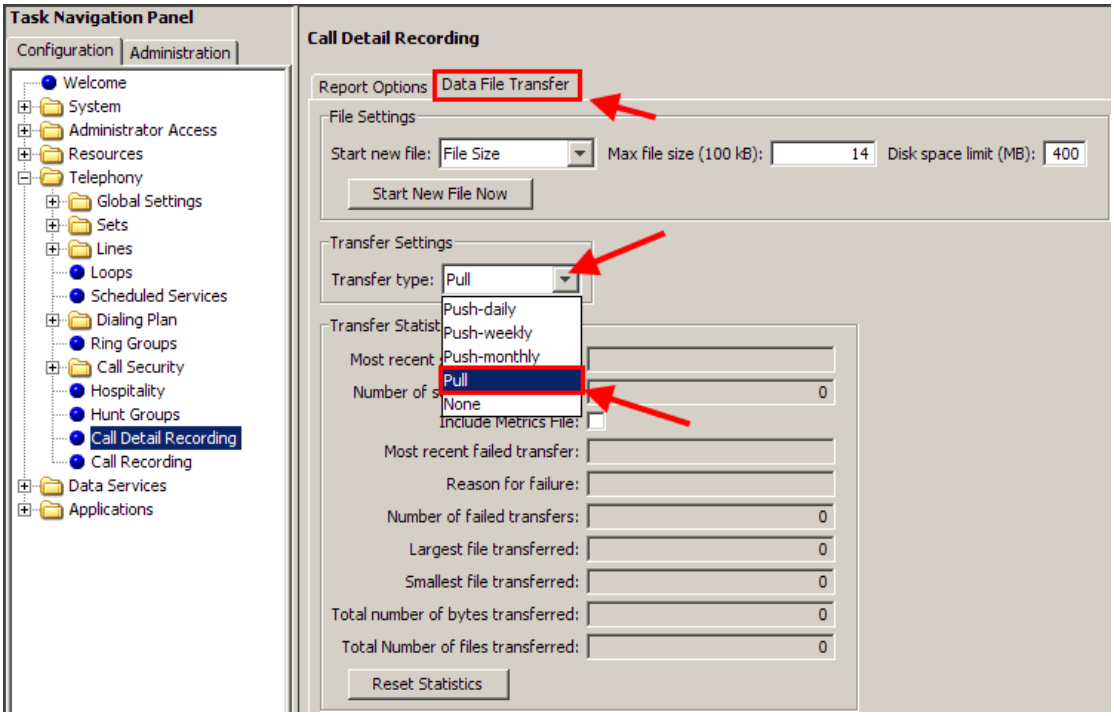
7. You will be presented with the Element Manager interface.



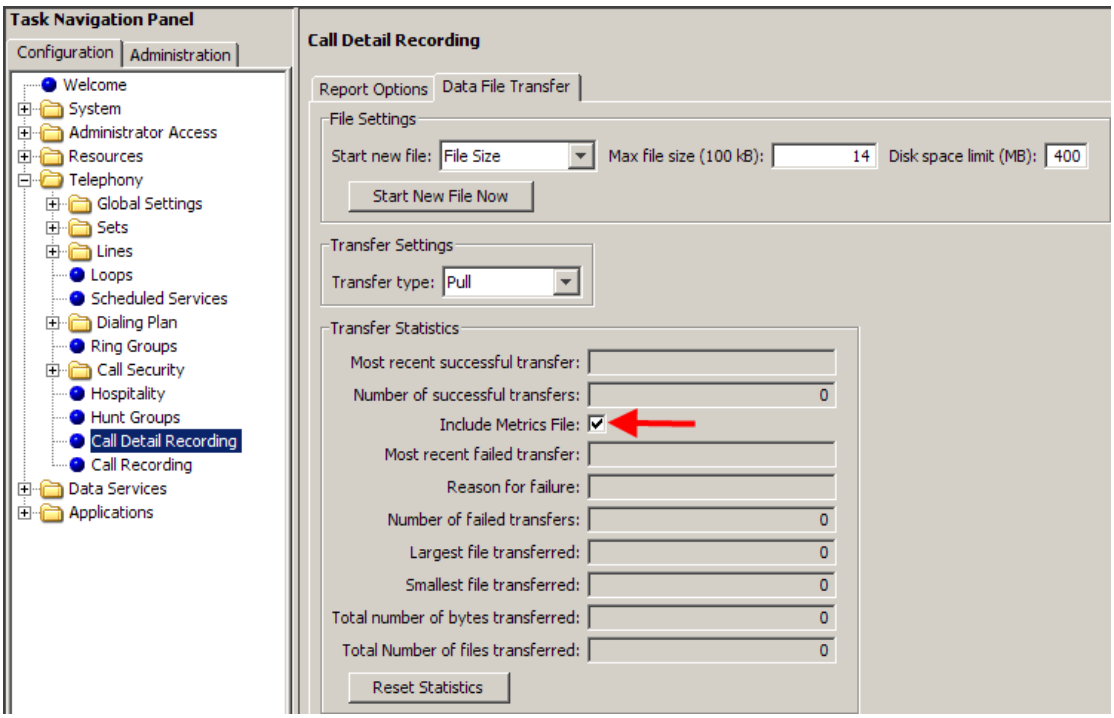
8. From the **Configuration** tab, open the **Telephony** folder and select the **Call Detail Recording** link. The Call Detail Recording configuration settings will be displayed.



9. Click the **Data File Transfer** tab and from the **Transfer Type** drop down box select **Pull**.



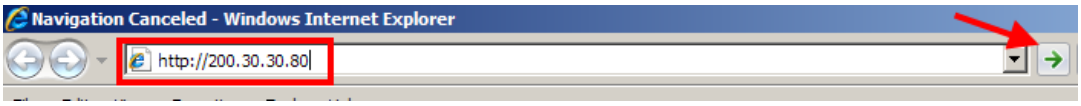
10. Click the **Include Metrics File** check box located in the **Transfer Statistics** settings portion of the screen. This will ensure that the telecommunications data will be collected.



11. The Activity Reporter software can now be installed on the designated Web Server Pc.

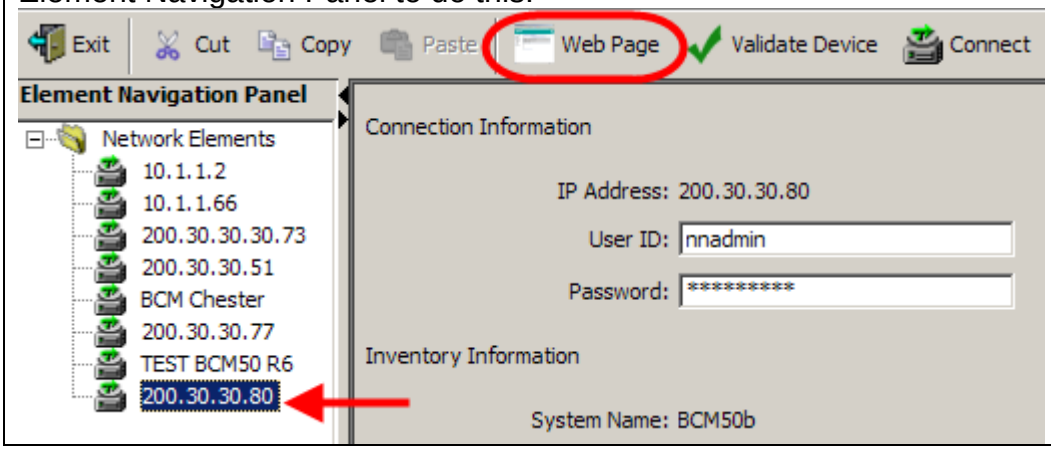
Installing the Activity Reporter Software on the Sever PC

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

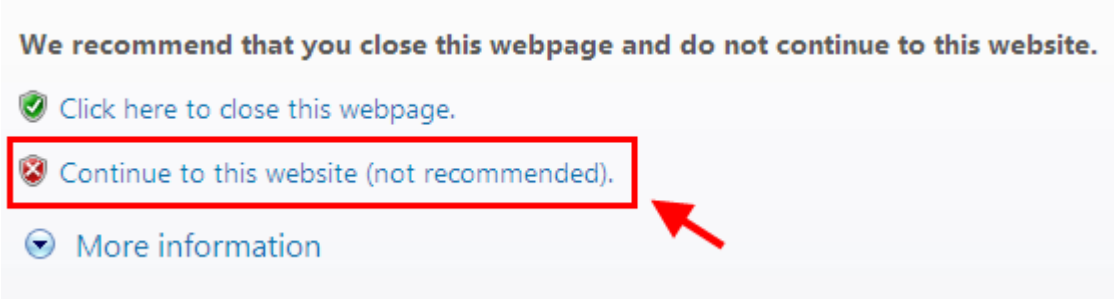


2. Click on **Go**, or press Return on your keyboard.

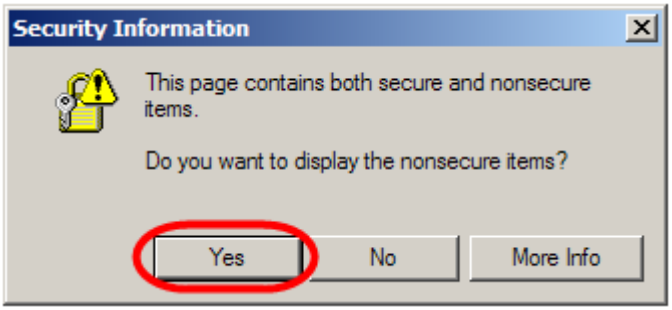
Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



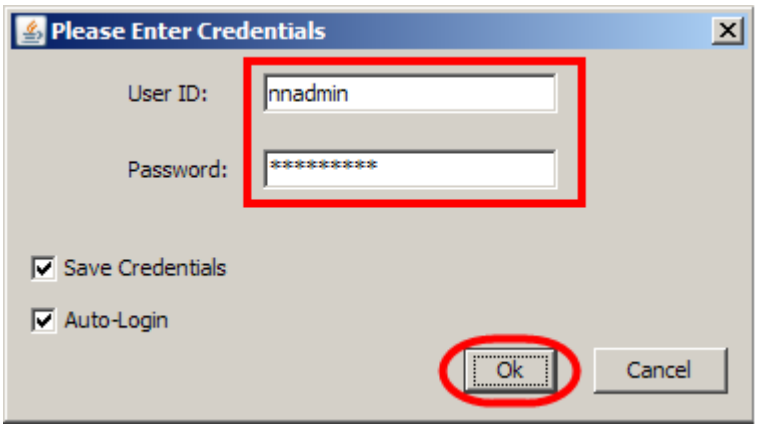
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.


We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

4. Accept any further security messages that you may get presented with.

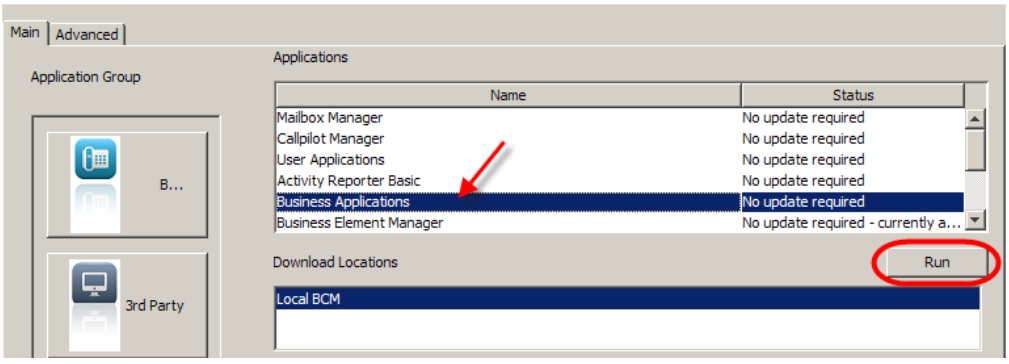


5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID*:* nnadmin Password*:* PlsChgMe! Click on **OK**.



6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.

7. From the **Applications** list, select **Business Applications** and click **Run**.



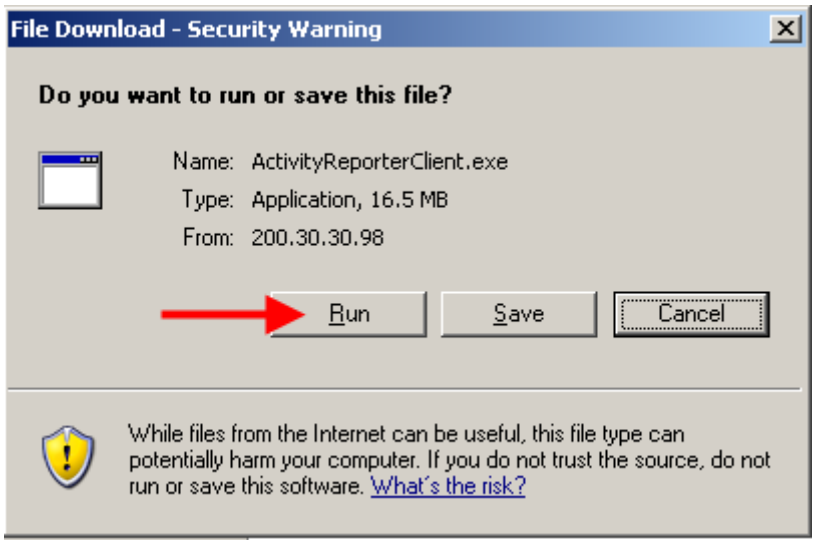
8. Accept any further security warnings and enter security credentials if requested.

9. Click on the **Activity Reporter** link.

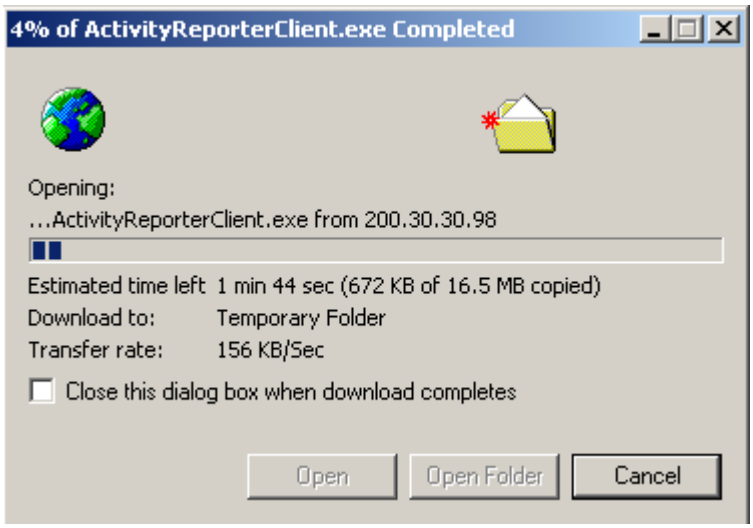
10. Click the **Download Activity Reporter** link.

Business
Applications
Reporter Applications
Activity Reporter Basic
Activity Reporter
Contact Center Applications
Reporting for Contact Center
Multimedia Contact Center
ipView Softboard
Additional Solutions
Avaya DevConnect Program
Documentation
A keycode is required on the BCM in order to be able to use this application.
Click here to connect to the Avaya Keycode Retrieval System
Activity Reporter
package for the web™
Download Activity Reporter
See Important Notes Below
Activity Reporter Activity Reporter is a dynamic 100% browser-based application that helps businesses track and manage communication facilities. Activity Reporter can help maximize efficiency and productivity, track and analyze network performance and monitor misuse and abuse.
Activity Reporter is intended for customers with comprehensive reporting requirements. This application is a full-fledged communication management system which operates on a customer-provided Windows computer. Historical data is retrieved from various facilities including voice mail, auto attendant, call detail recording and hunt groups. Activity Reporter processes and stores the data into an embedded SQL database.

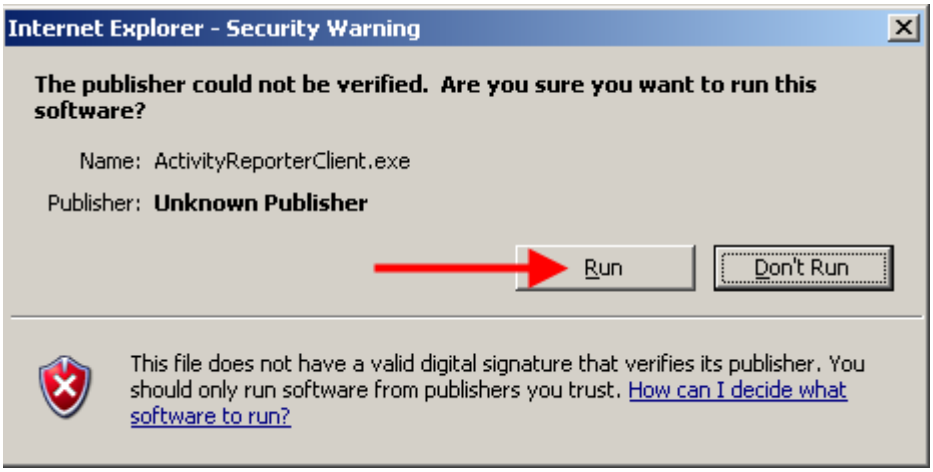
11. A **Security Warning** screen will be displayed. Click the **Run** button.


File Download - Security Warning
Do you want to run or save this file?
Name: ActivityReporterClient.exe
Type: Application, 16.5 MB
From: 200.30.30.98
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

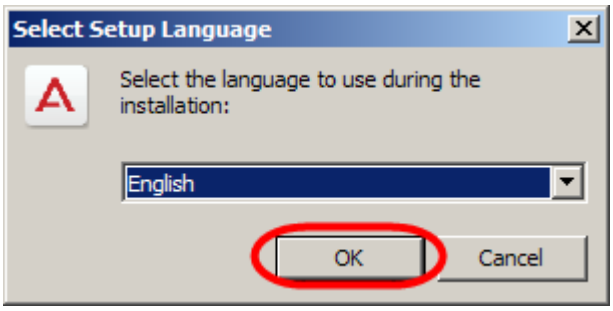
12. The application will begin to install.


4% of ActivityReporterClient.exe Completed
Opening:
...ActivityReporterClient.exe from 200.30.30.98
Estimated time left 1 min 44 sec (672 KB of 16.5 MB copied)
Download to: Temporary Folder
Transfer rate: 156 KB/Sec
Close this dialog box when download completes
Open
Open Folder
Cancel

13. Click the **Run** button.


Internet Explorer - Security Warning
The publisher could not be verified. Are you sure you want to run this software?
Name: ActivityReporterClient.exe
Publisher: Unknown Publisher
Run
Don't Run
This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. How can I decide what software to run?

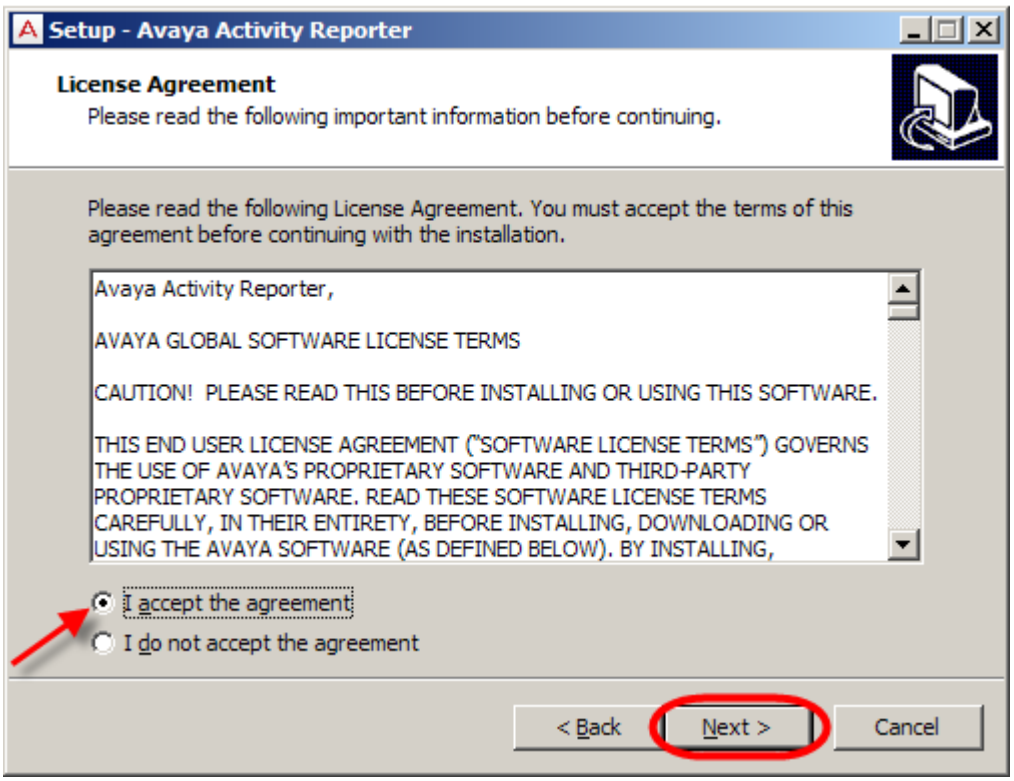
14. From the **Select Language** screen select a language as required. Then click **OK**.



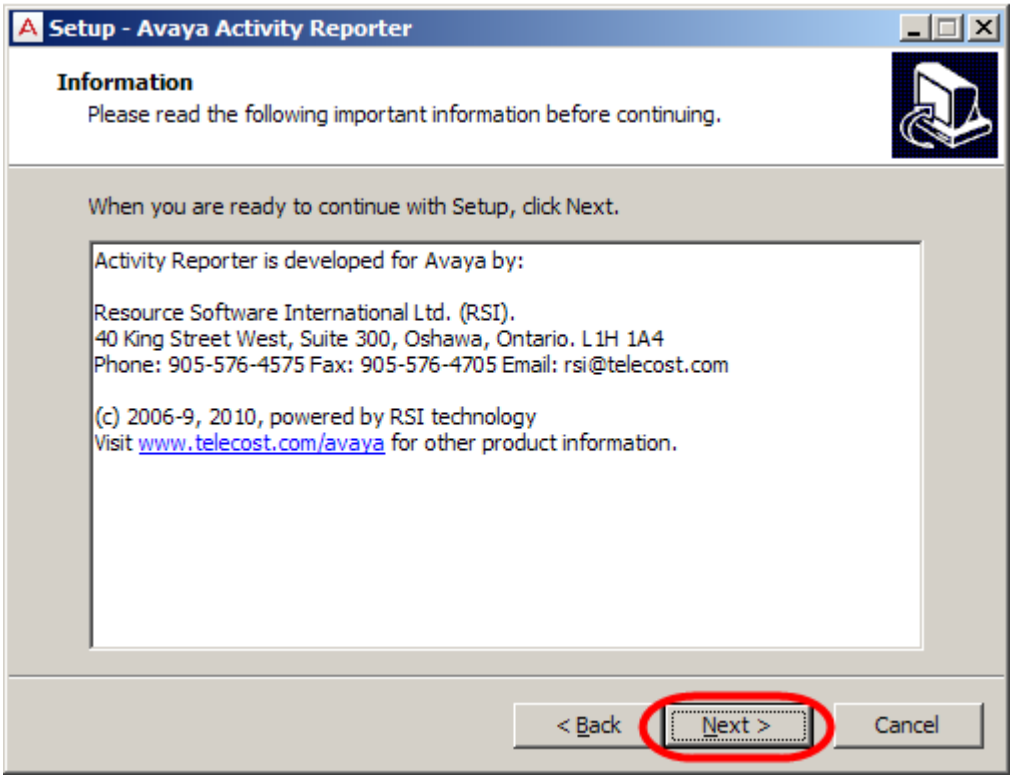
15. The **Welcome to the Avaya Activity Reporter Set Up Wizard** will be displayed. Click **Next**.

Setup - Avaya Activity Reporter
Welcome to the Avaya Activity Reporter Setup Wizard
This will install Avaya Activity Reporter 1.2 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

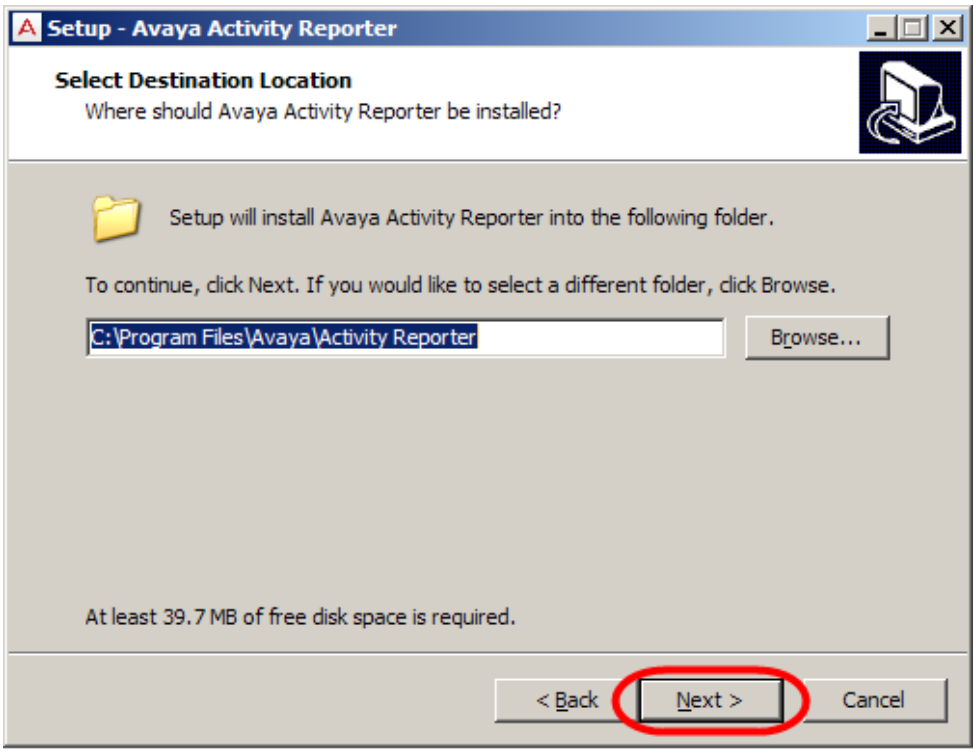
16. The **License Agreement** screen will be displayed. Read and accept the agreement to continue with the installation. Click **Next**.


Setup - Avaya Activity Reporter
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
Avaya Activity Reporter,
AVAYA GLOBAL SOFTWARE LICENSE TERMS
CAUTION! PLEASE READ THIS BEFORE INSTALLING OR USING THIS SOFTWARE.
THIS END USER LICENSE AGREEMENT ("SOFTWARE LICENSE TERMS") GOVERNS THE USE OF AVAYA'S PROPRIETARY SOFTWARE AND THIRD-PARTY PROPRIETARY SOFTWARE. READ THESE SOFTWARE LICENSE TERMS CAREFULLY, IN THEIR ENTIRETY, BEFORE INSTALLING, DOWNLOADING OR USING THE AVAYA SOFTWARE (AS DEFINED BELOW). BY INSTALLING,
I accept the agreement
I do not accept the agreement
< Back
Next >
Cancel

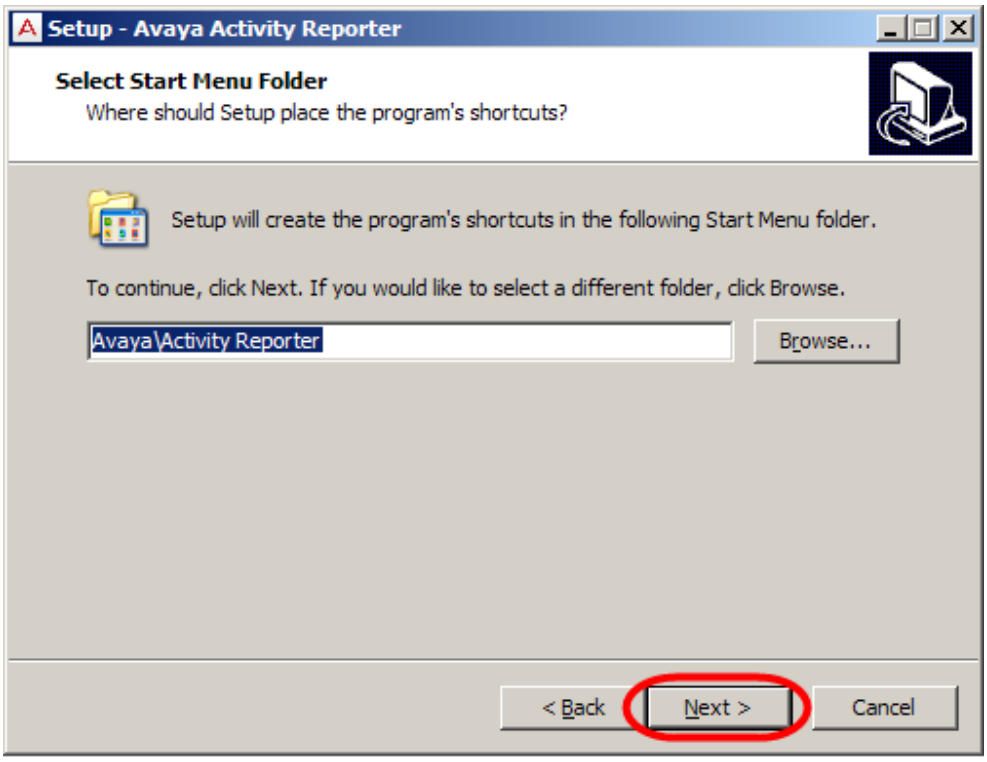
17. An information screen will be displayed. Read the details of the screen and click **Next**.


Setup - Avaya Activity Reporter
Information
Please read the following important information before continuing.
When you are ready to continue with Setup, click Next.
Activity Reporter is developed for Avaya by:
Resource Software International Ltd. (RSI).
40 King Street West, Suite 300, Oshawa, Ontario. L1H 1A4
Phone: 905-576-4575 Fax: 905-576-4705 Email: rsi@telecost.com
(c) 2006-9, 2010, powered by RSI technology
Visit www.telecost.com/avaya for other product information.
< Back
Next >
Cancel

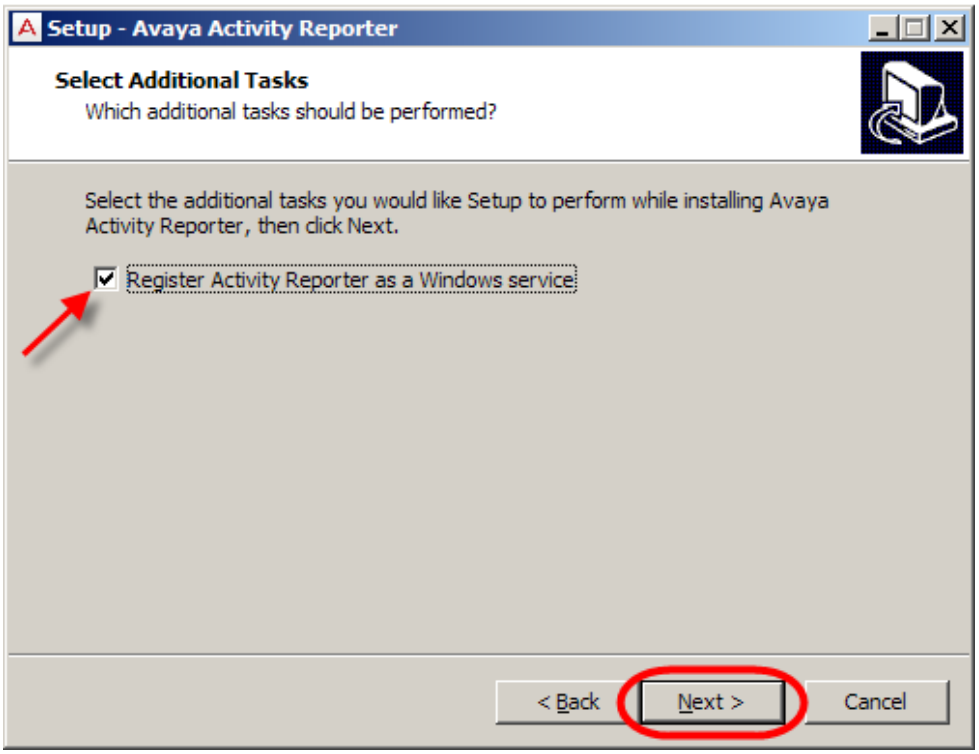
18. The **Select Destination Location** screen will be displayed. Select the default destination and click **Next**. Alternatively select the **Browse** button to select a different folder location.


Setup - Avaya Activity Reporter
Select Destination Location
Where should Avaya Activity Reporter be installed?
Setup will install Avaya Activity Reporter into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\Avaya\Activity Reporter
Browse...
At least 39.7 MB of free disk space is required.
< Back
Next >
Cancel

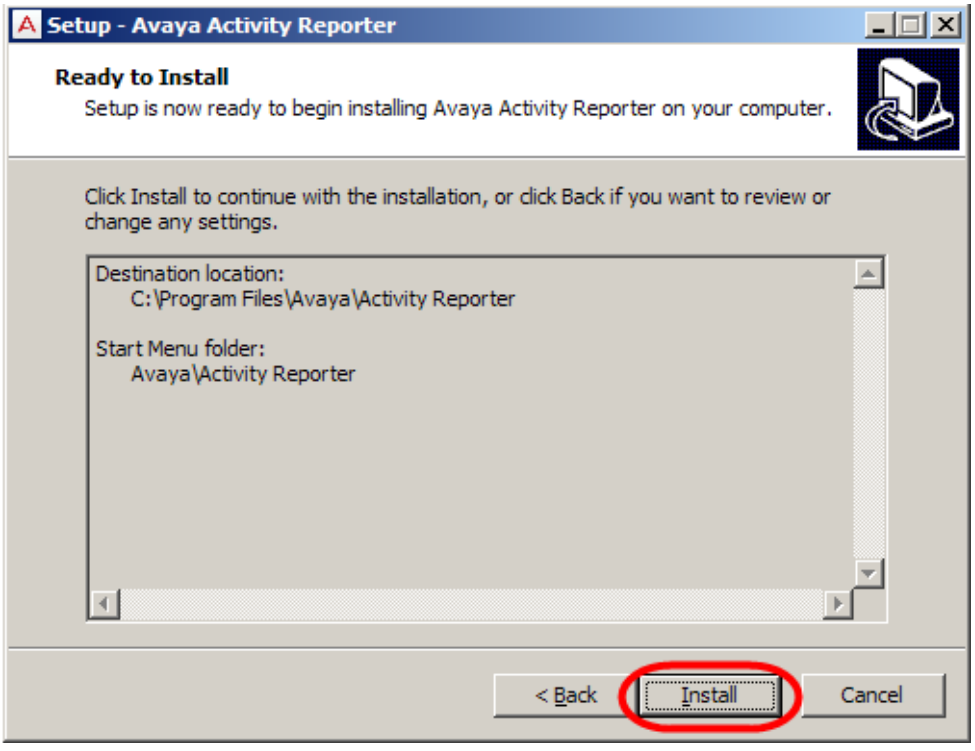
19. The **Select Start Menu Folder** screen will be displayed. Click **Next** to continue the installation with the default folder location or click the **Browse** button to select a different folder.


Setup - Avaya Activity Reporter
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Avaya\Activity Reporter
Browse...
< Back
Next >
Cancel

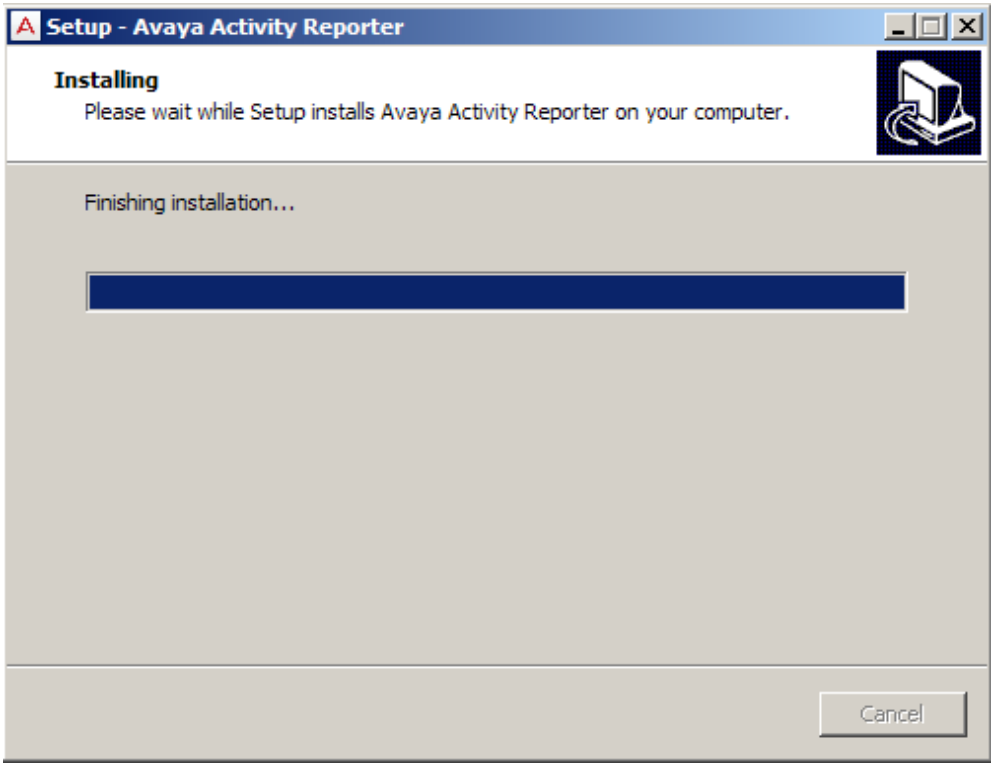
20. Selecting the **Register Activity Reporter as a Windows service** check box will configure the Activity Reporter Web server to automatically start each time the computer is booted up. Users will also be able to access the software from their desktop even if the Activity Reporter Web Server computer is not logged in. Press the **Next** button to proceed with the installation.


Setup - Avaya Activity Reporter
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Avaya Activity Reporter, then click Next.
Register Activity Reporter as a Windows service
< Back
Next >
Cancel

21. The **Ready to Install** screen will be displayed. Click **Install**.


Setup - Avaya Activity Reporter
Ready to Install
Setup is now ready to begin installing Avaya Activity Reporter on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
C:\Program Files\Avaya\Activity Reporter
Start Menu folder:
Avaya\Activity Reporter
< Back
Install
Cancel

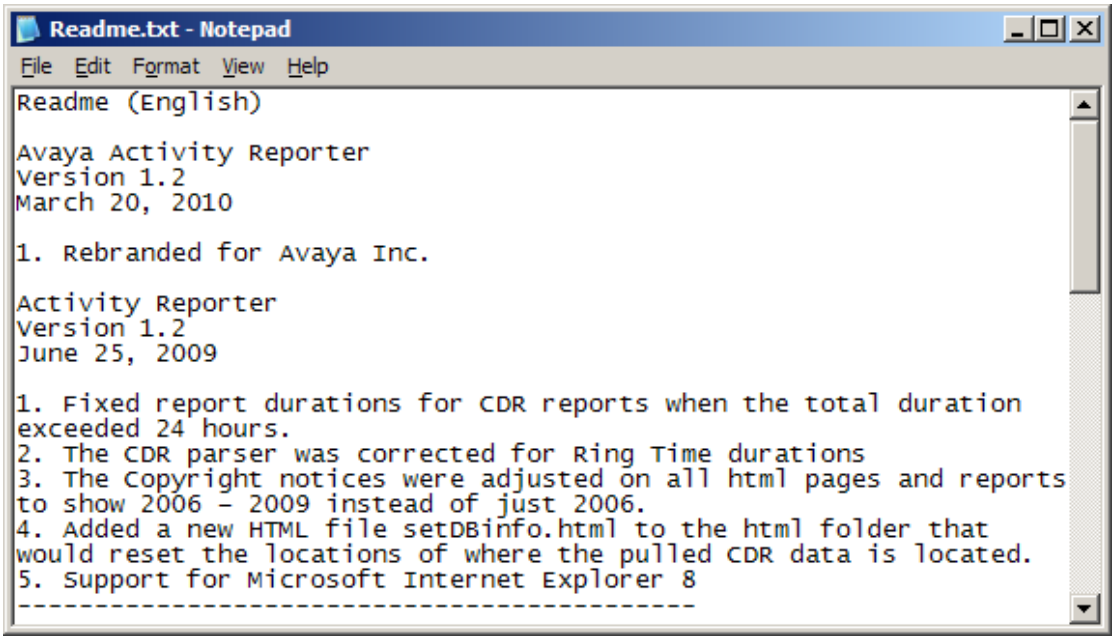
22. The application will install.


Setup - Avaya Activity Reporter
Installing
Please wait while Setup installs Avaya Activity Reporter on your computer.
Finishing installation...
Cancel

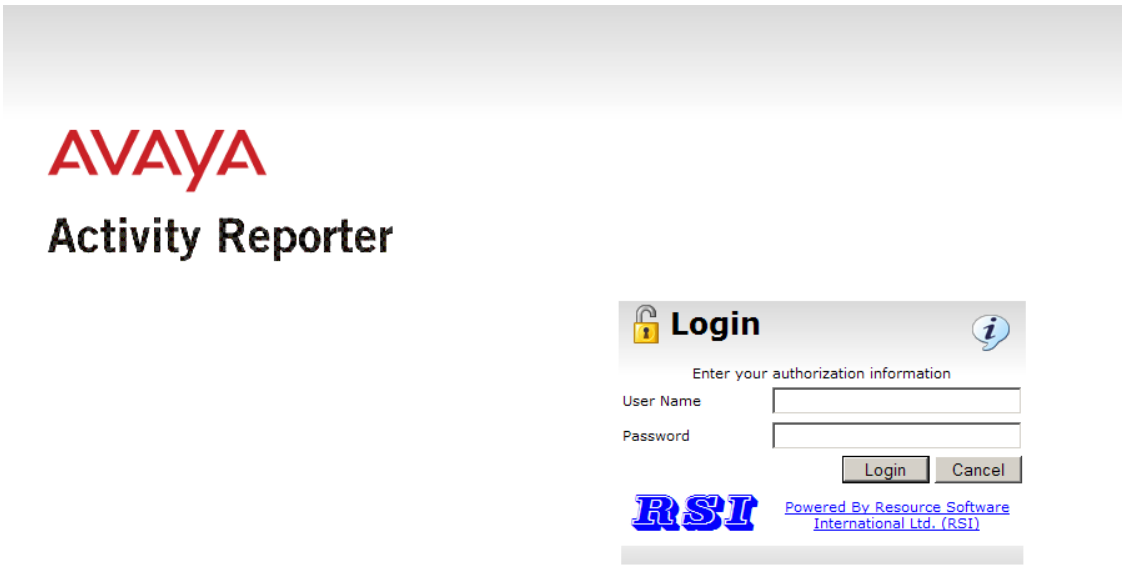
23. Click the **Finish** button to complete the installation.

Setup - Avaya Activity Reporter
Completing the Avaya Activity Reporter Setup Wizard
Setup has finished installing Avaya Activity Reporter on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
View Readme.txt
Launch Activity Reporter
Finish

24. If the **View Read Me.txt** check box was selected a **Read Me** window will be displayed.

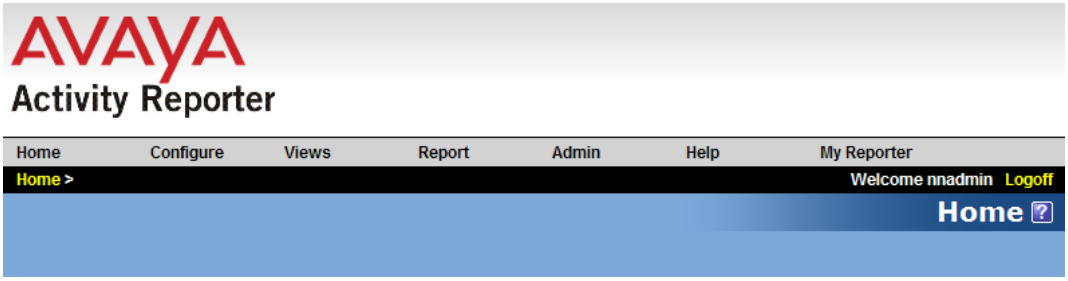

Readme.txt - Notepad
File Edit Format View Help
Readme (English)
Avaya Activity Reporter
Version 1.2
March 20, 2010
1. Rebranded for Avaya Inc.
Activity Reporter
Version 1.2
June 25, 2009
1. Fixed report durations for CDR reports when the total duration exceeded 24 hours.
2. The CDR parser was corrected for Ring Time durations
3. The Copyright notices were adjusted on all html pages and reports to show 2006 - 2009 instead of just 2006.
4. Added a new HTML file setDBinfo.html to the html folder that would reset the locations of where the pulled CDR data is located.
5. Support for Microsoft Internet Explorer 8

25. The **Activity Reporter** login screen will be displayed.



26. Enter the User Name and Password as required. By default this will be a User Name of **nnadmin** and a password of **PlsChgMe!** (The same original defaults as the BCM). Click the **Login** button.

27. The Activity Reporter will launch and be displayed.

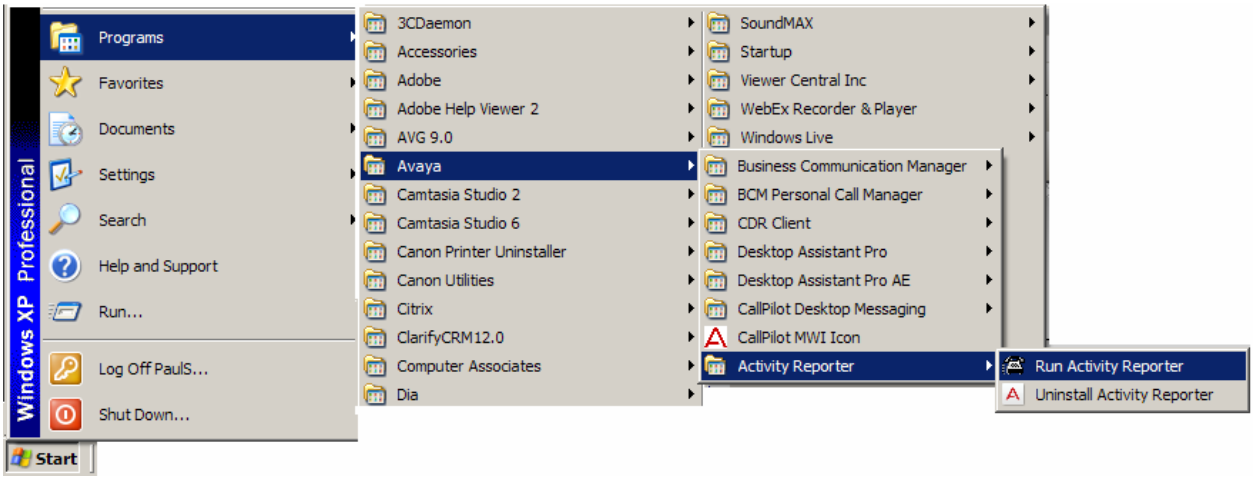


Activity Reporter Standard Configuration.

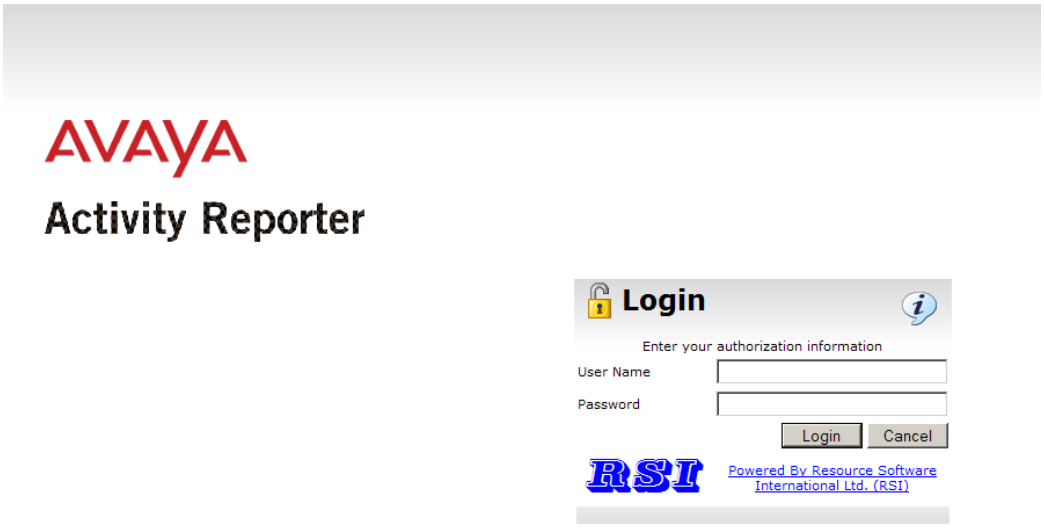
The configuration process involves identifying the BCM via its IP Address and verifying the Account information. Use the following steps to configure Activity Reporter.

Accessing Activity Reporter Standard

1. If not already opened, launch Activity Reporter from the start menu by selecting **Start, Programs, Avaya, Activity Reporter, Run Activity Reporter.**

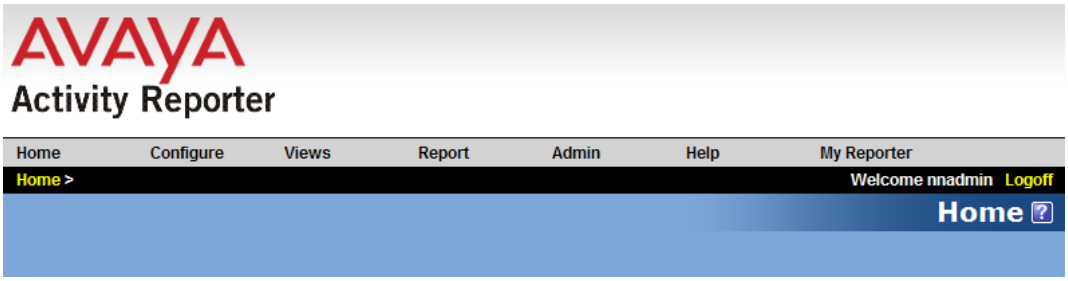


2. The **Activity Reporter** login screen will be displayed.

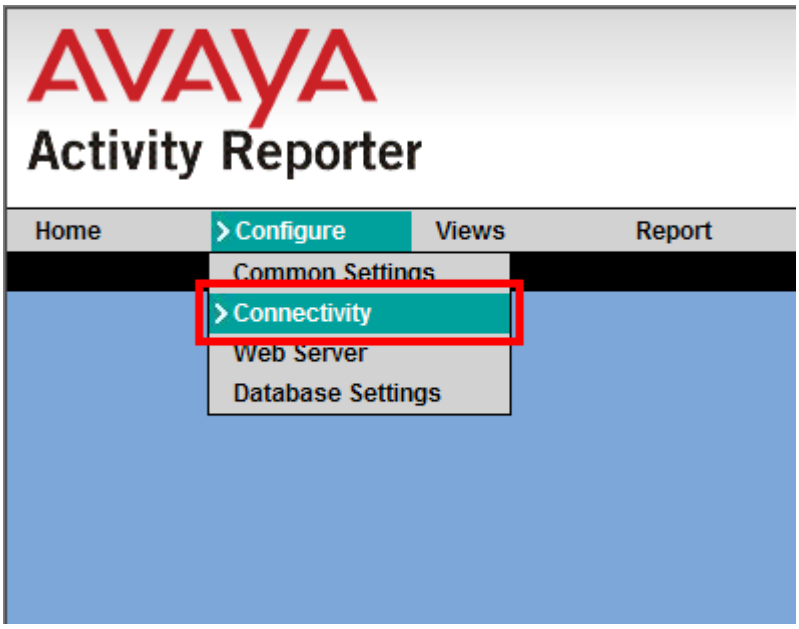


3. Enter the User Name and Password as required. By default this will be a User Name of **nnadmin** and a password of **PlsChgMe!** Click the **Login** button.

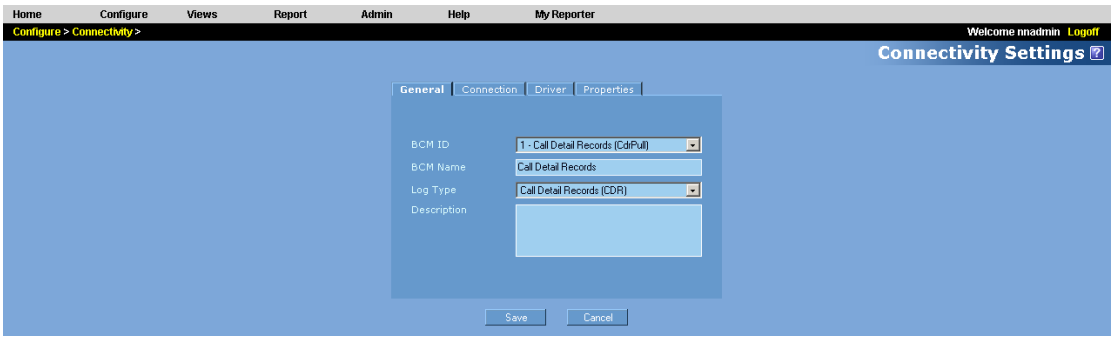
4. The Activity Reporter will launch and be displayed.



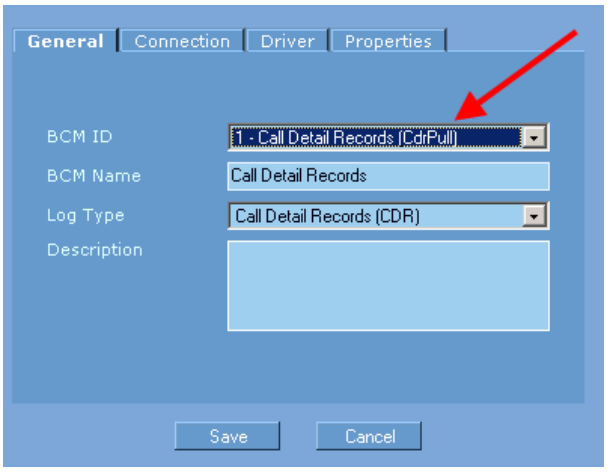
5. From the **Configure** menu select **Connectivity**.



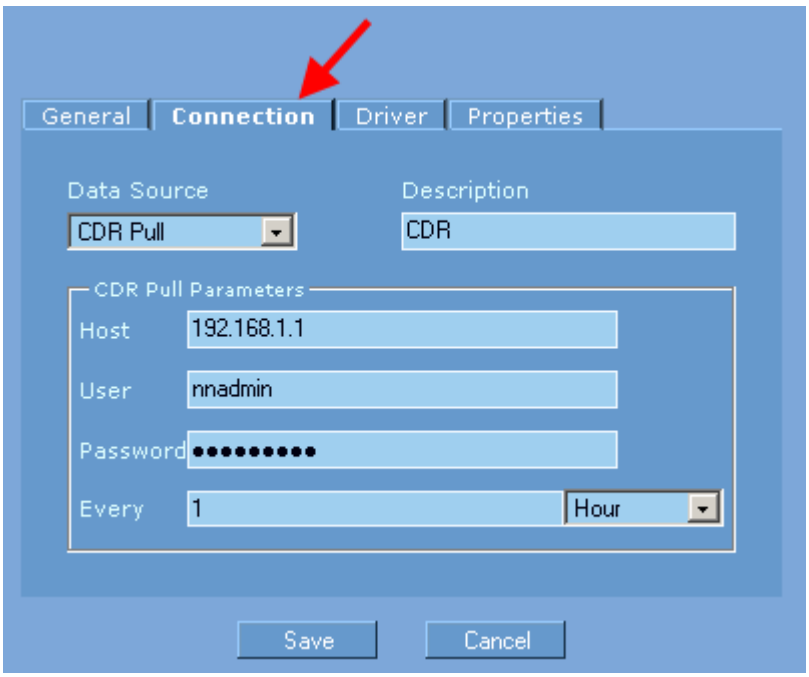
6. The **Connectivity Settings** screen will be displayed.



7. The **General** tab will be displayed. Ensure that the **BCM ID** is set to to **1 – Call Detail Records (CdrPull).** This should be the default setting.

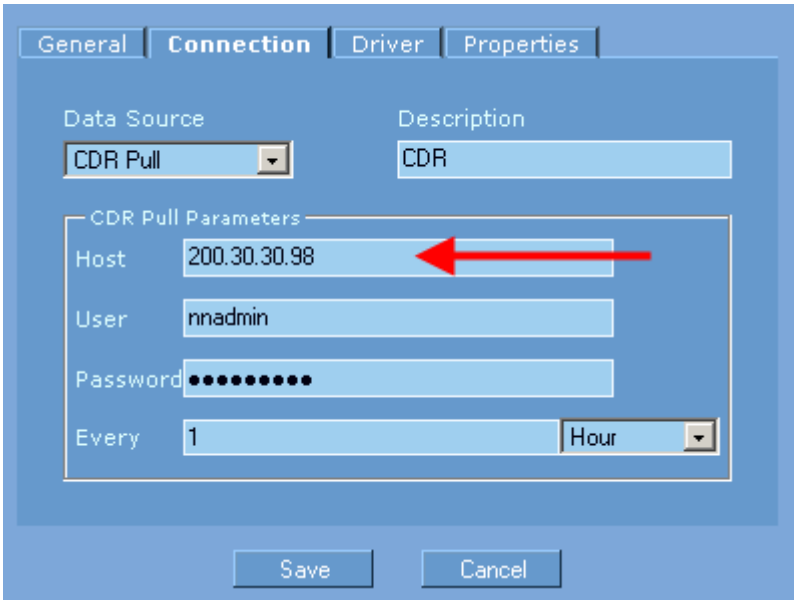


8. Click the **Connection** tab.



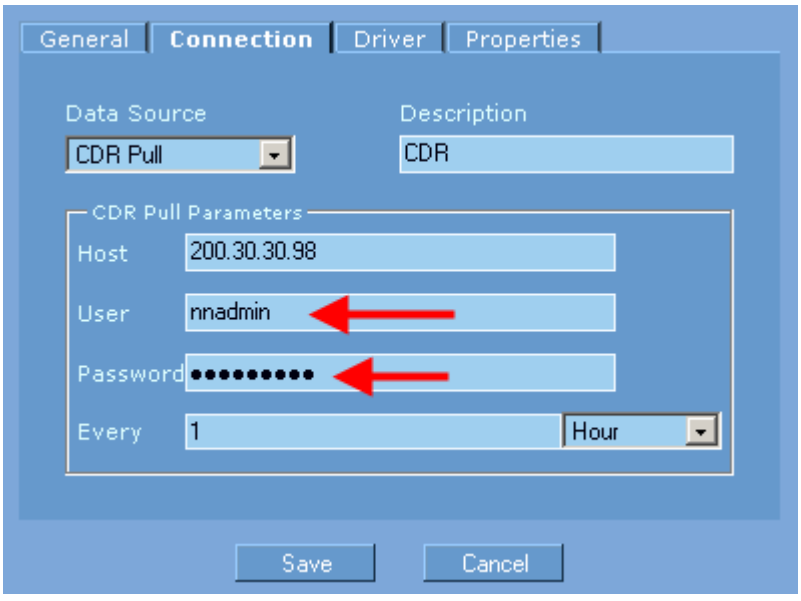
9. The **Data Source** drop down box should be set to **CDR Pull** with a description of **CDR**. These are default settings.

10. In the Host field enter either the IP Address or Name of the BCM you wish to retrieve data from.



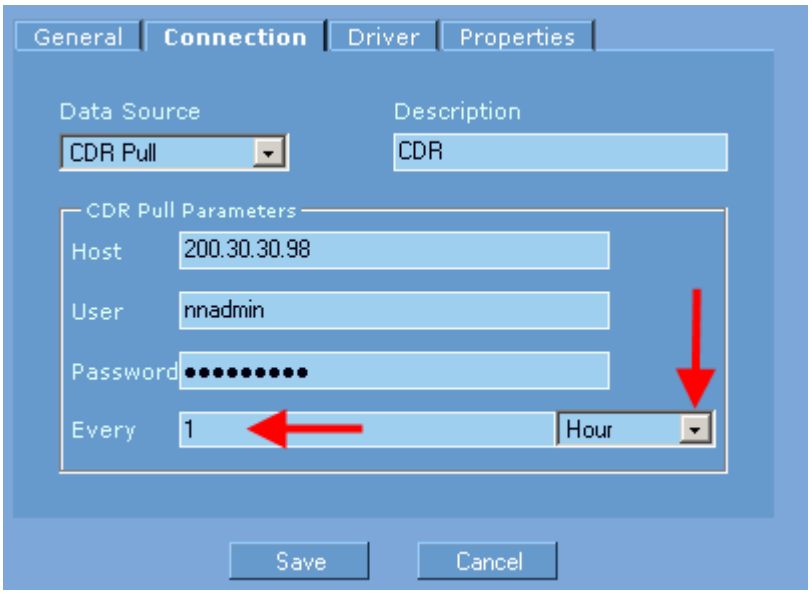
11. Enter the BCM account information into the User and Password fields.

Note: The BCM account must have either CDR or Administrator privileges. For security reasons we recommend an account with only CDR privileges be utilized. For details of creating a CDR account please refer to the Call Detail Recording Task Based Guide.

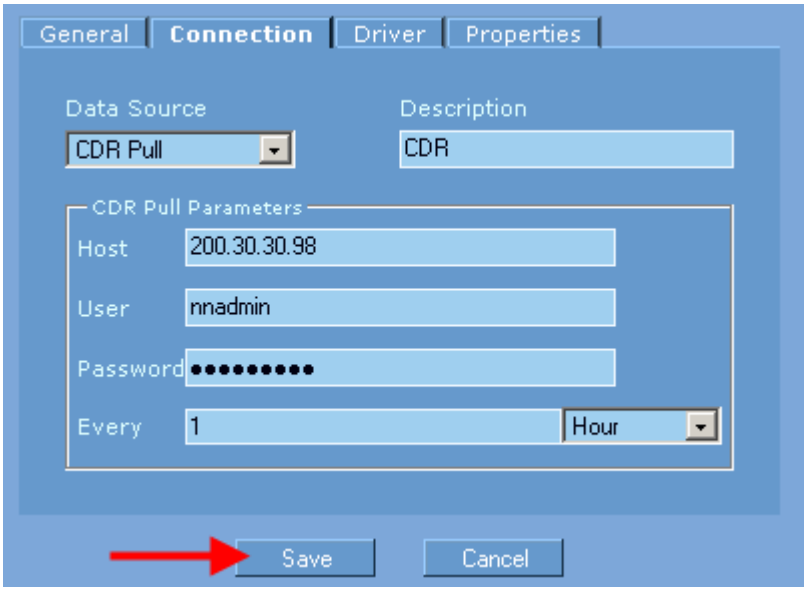


12. The **Every** field determines the frequency of data collection from the BCM to the Activity Reporter PC.

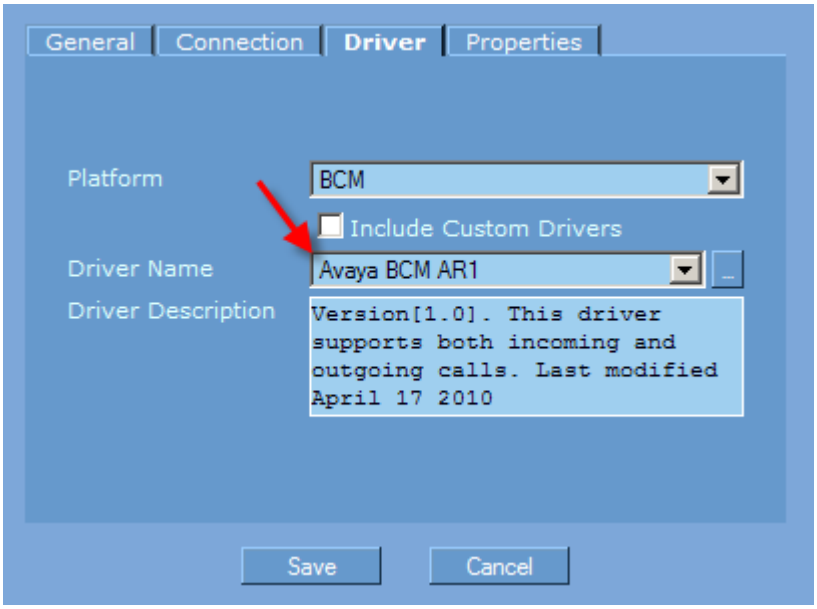
Note: BCM CDR data is generated in real-time, hunt group data is generated on an hourly basis, CCR and mailbox data is generated on a daily basis.



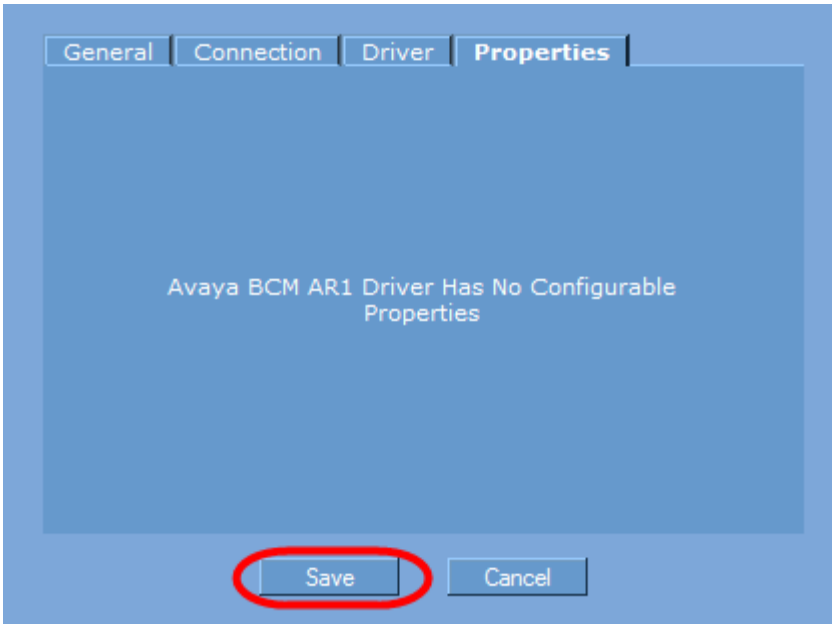
13. Click the **Save** button.



14. Click the **Driver** tab and verify the current Driver Name is **Avaya BCM AR1. Save** any changes that have been made.



15. The **Properties** tab details is read only.

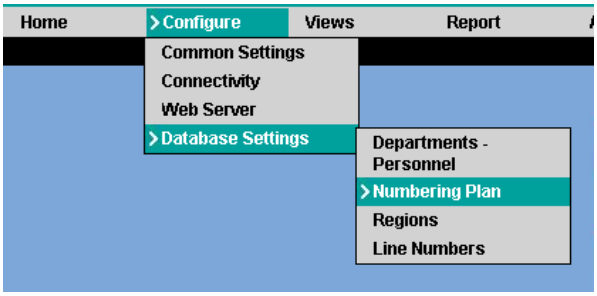


16. Click **Save**. Activity Reporter is now ready to receive CDR data.

Selecting a Location

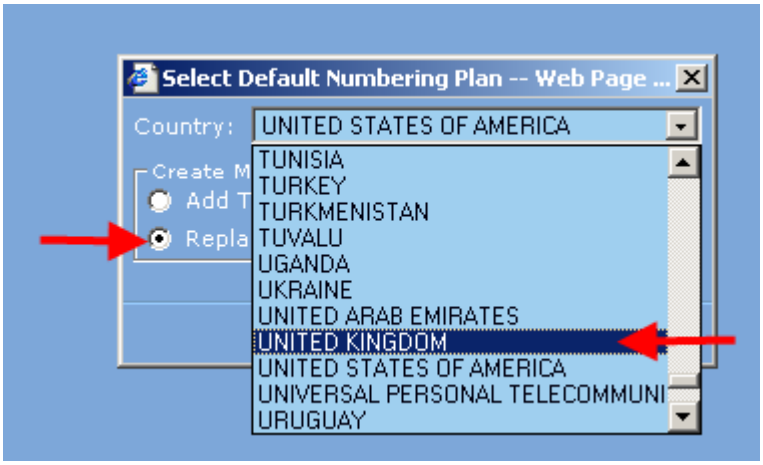
Use the **Activity Reporter Numbering Plan** tool to identity the country where the BCM it is connected to is located.

1. Access the Numbering Plan tool by selecting **Configure** menu, **Database Settings, Numbering Plan.**

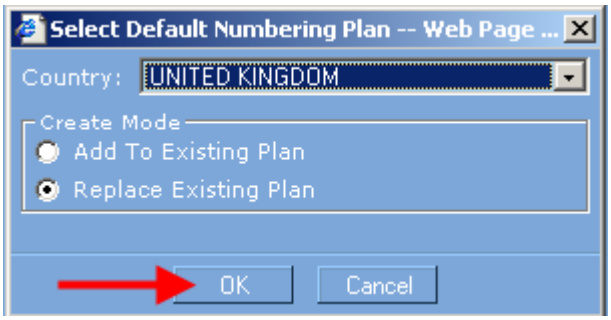


2. Select **Template** at the bottom of the screen.

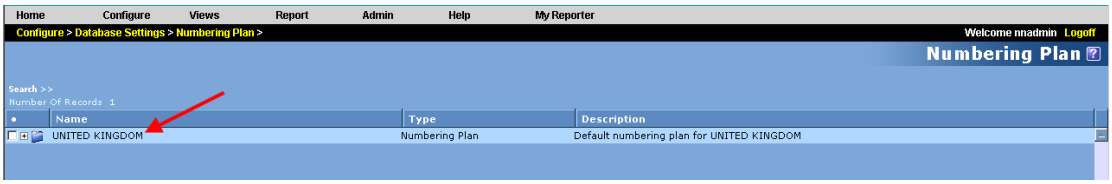
3. Select **Replace Existing Plan** radio button and then select the location as required.



4. Click **OK**.



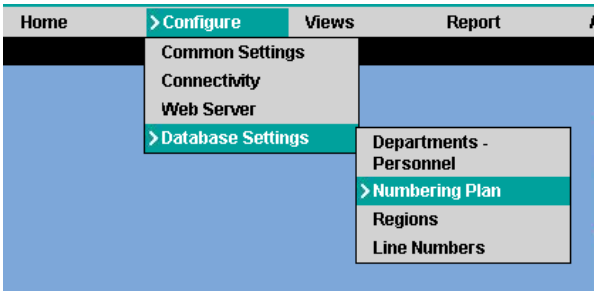
5. The new numbering plan location will be displayed.



Modifying a Numbering Plan / International Numbering Plan

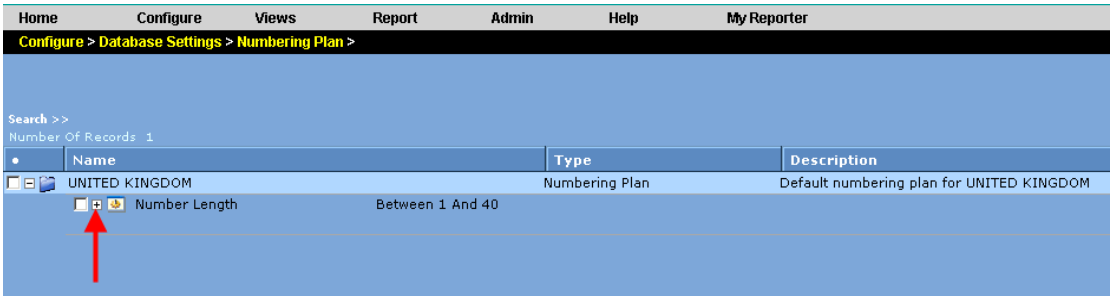
You will need to customize the Numbering Plan settings if access codes precede the digits dialled on your CDR records. For example, if you examine the CDR data generated by the BCM and the digits dialed are preceded by additional digits (e.g. 9) then the Numbering Plan information will need to be modified.

1. Modify a Numbering Plan by selecting **Configure** menu, **Database Settings**, **Numbering Plan.**

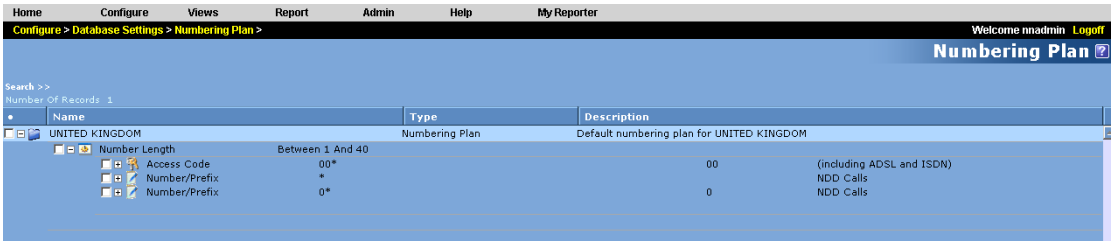


2. Select the **Numbering Plan** to be configured and click the (+) sign to the left of the country name where your BCM is deployed.

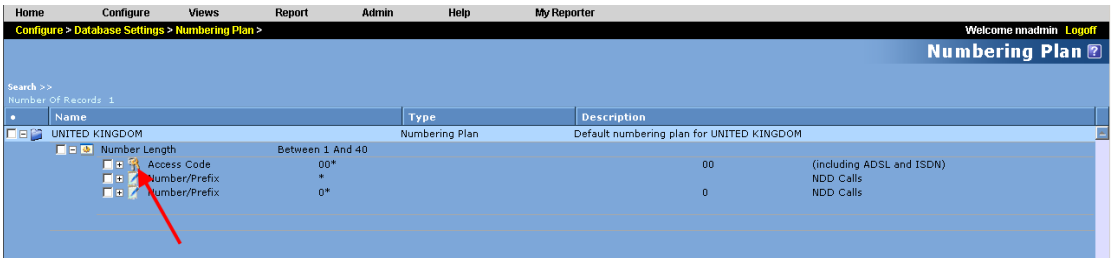
3. Click and expand (+) sign located to the left of the text **Number Length**.



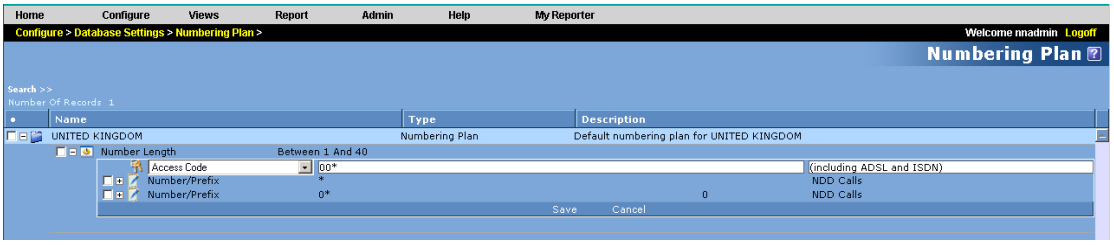
4. The tree will expand to show the options, **Access Code 00*, Number Prefix *** and **Number/Prefix 0*** should now be visible on your screen.



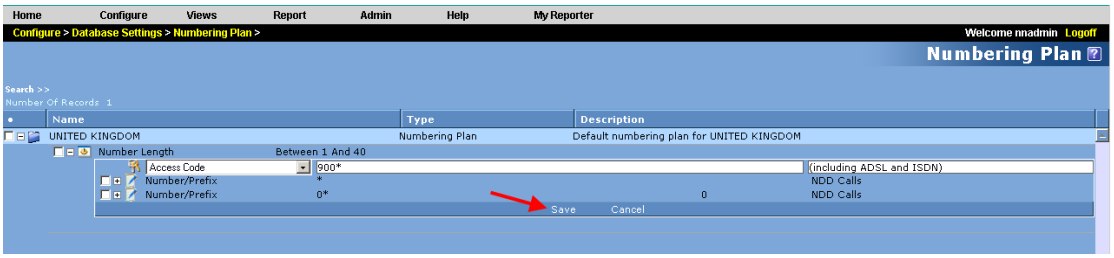
5. Click **Access Code 00*.**



6. If an access code is used to precede the digits dialled for international calls in your CDR data then the **00*** text must be modified. For example if the digits dialled are preceded by an access code of 9, then change this text to **900***. If the digits dialled are NOT preceded by any access code then this value should not be changed.



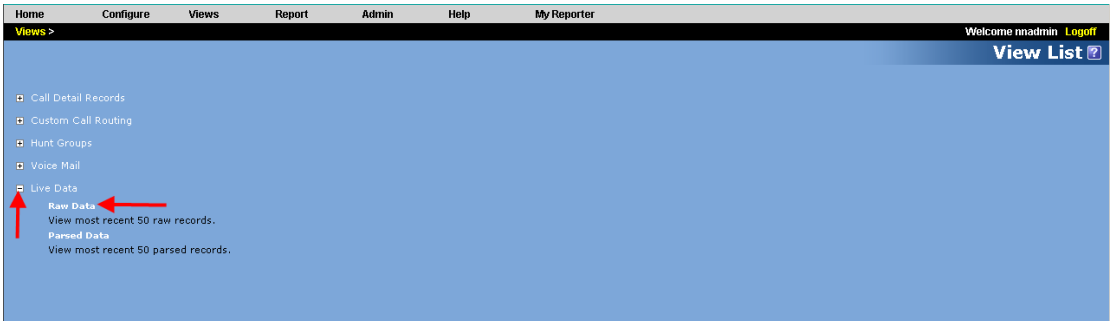
7. Press the **Save** button to record your changes.



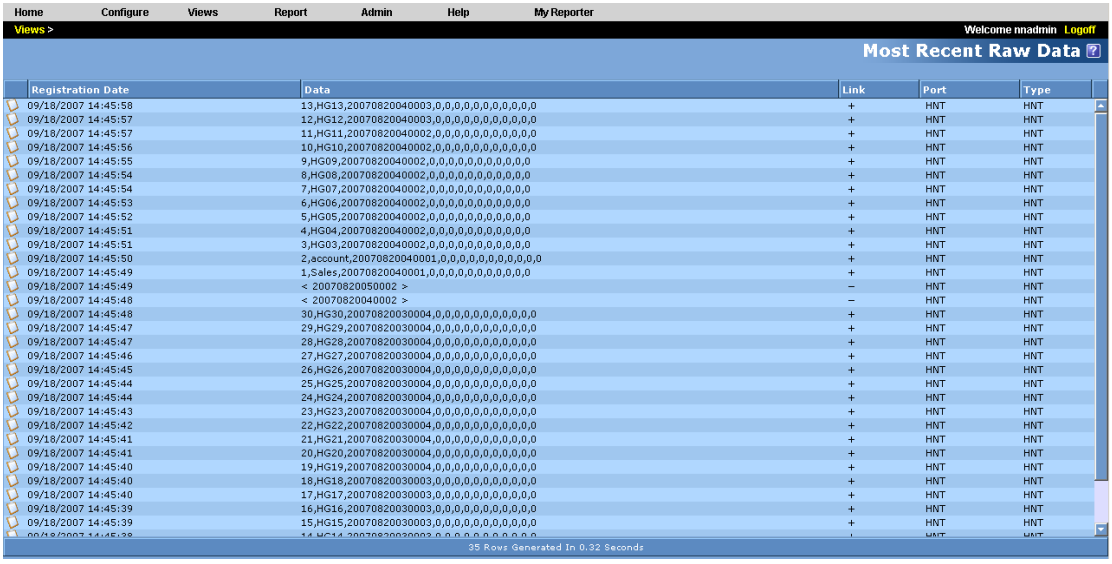
Verifying Activity Reporter is Collecting Telephony Data

To verify that Activity Reporter is recording data:

1. From the **Views** menu, expand the plus (+) sign located to the left of the **Live Data** link. Click the **Raw Data** option to view your recently collected data.



2. The Activity Reporter Raw Data screen will be displayed within the browser. The CDR data will be displayed.



Adding an Account

The Activity Reporter system can be configured to allow general Users or Administrators to access the system. There are two types of Activity Reporter accounts:

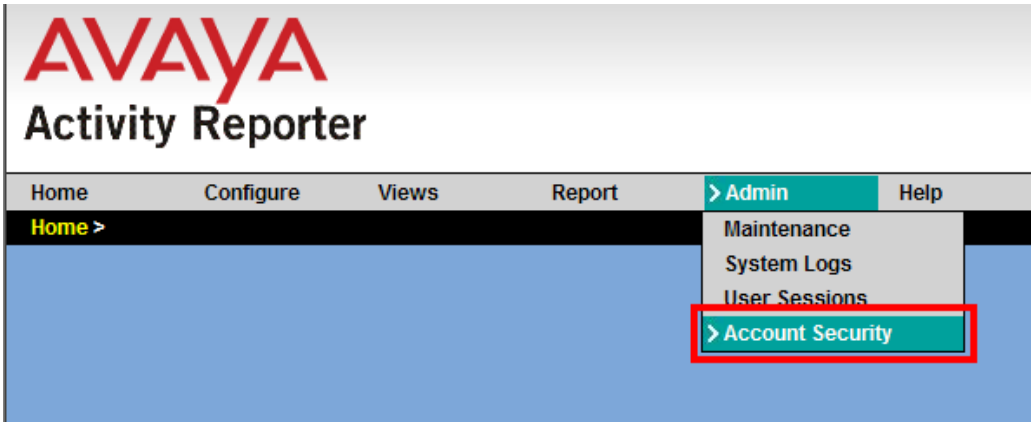
- **Administrators**: have access to all the features of Activity Reporter software. They can manage accounts, change configuration settings, purge/archive data, generate reports and queries, create and design new report templates, and scheduled tasks.
- **Users**: have access to only personal preferences, generating reports and queries.

Note: For security purposes and to maintain system stability, only operators with Administrator privileges can create accounts.

To create an Activity Reporter account.

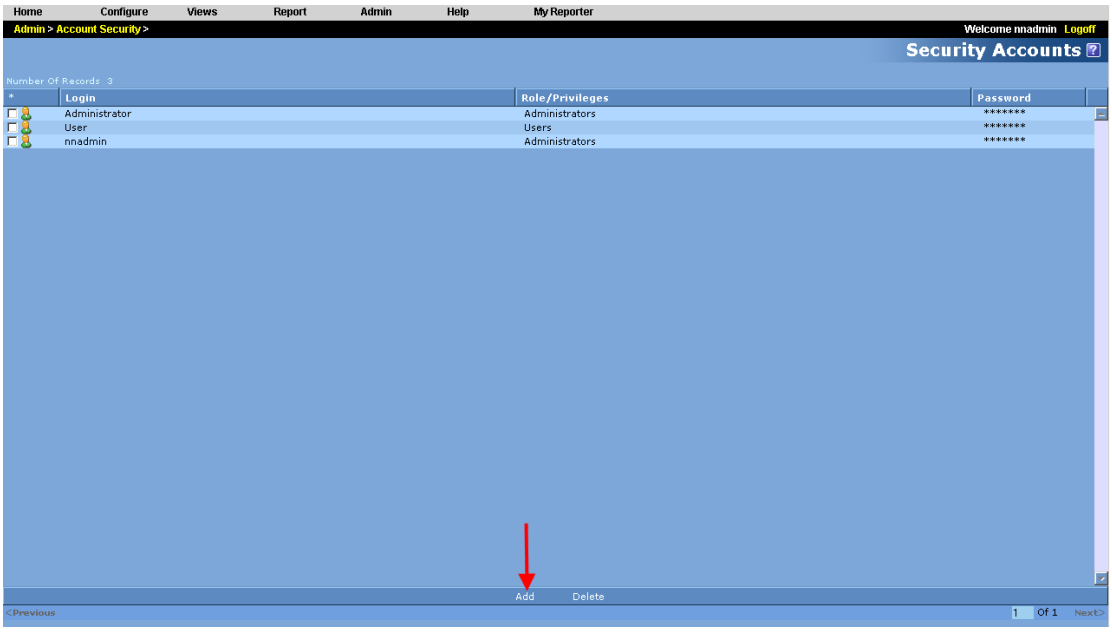
1. Launch the Activity Reporter software and login using an account with administrator privileges (i.e. the administrator account).

2. Select **Admin** followed by **Account Security.**

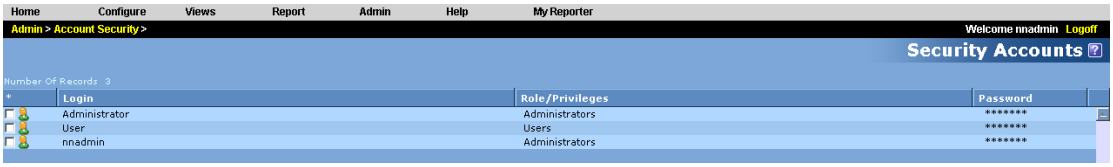


Note: The Admin menu will only be visible if the account used to create the accounts has administrator privileges.

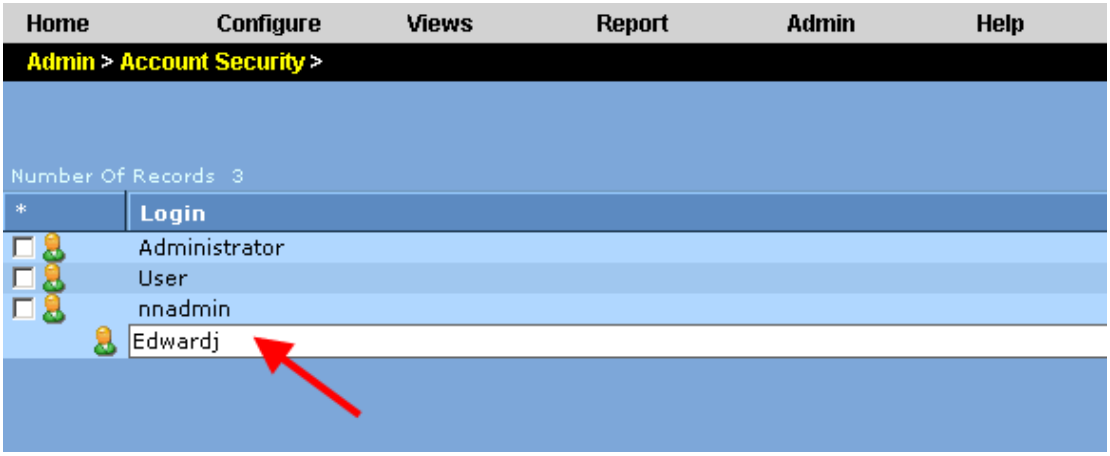
3. Click the **Add** button located on the bottom of this screen.



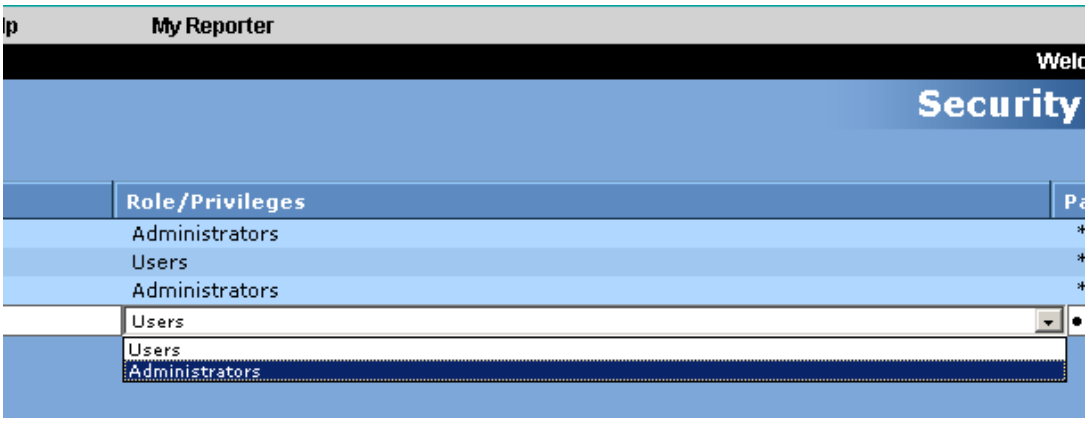
4. The new user can now be created.



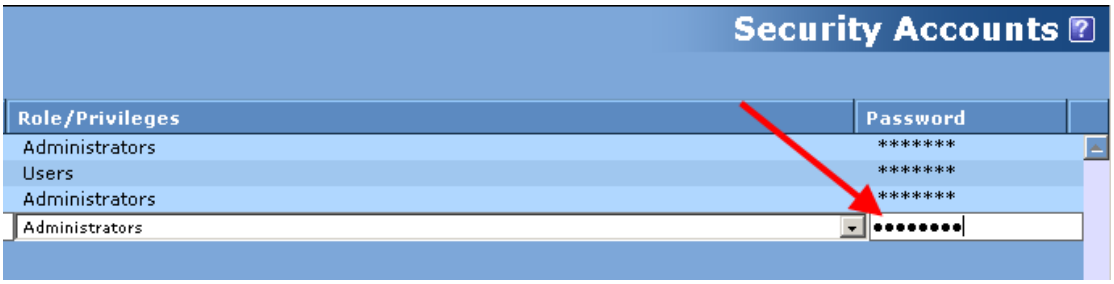
5. Enter the **account name** into the **Login** box (e.g. Edwardj).



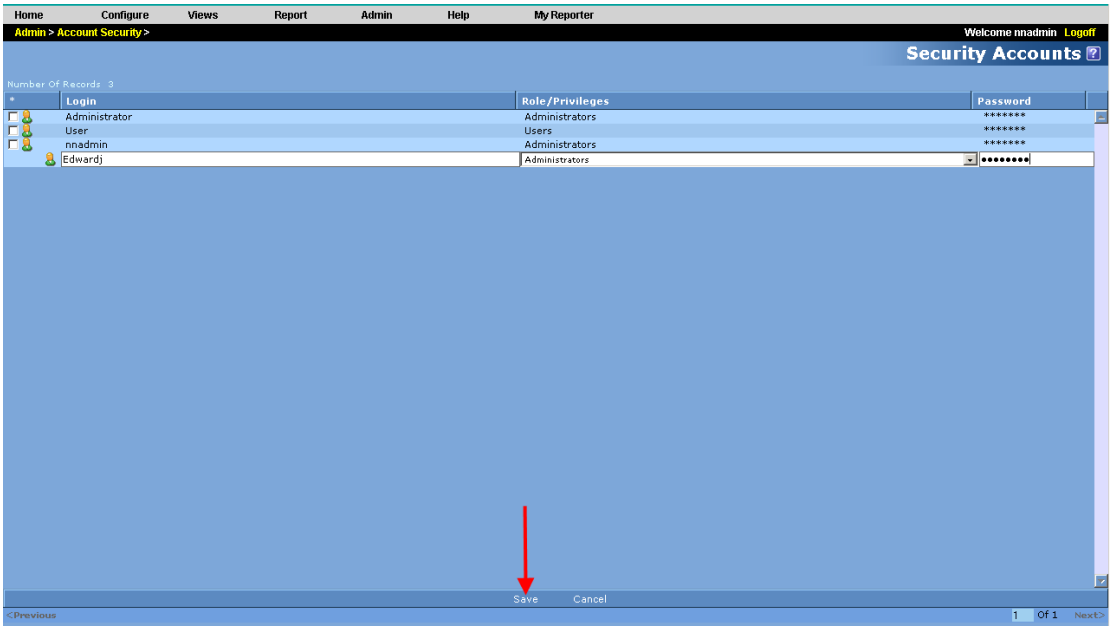
6. The account privileges now need to be set. Select either **Users** or **Administrators** from the **Role/Privileges** drop down box. In this example **Administrators** has been selected.



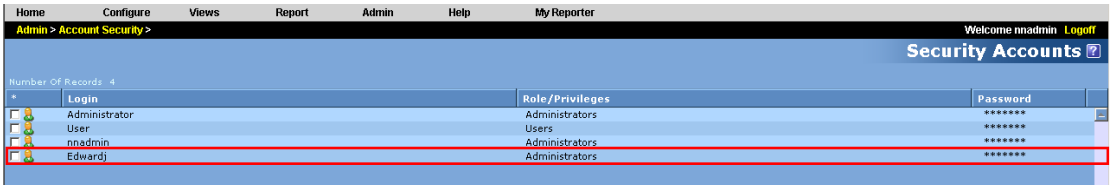
7. Enter the account password into the **Password** box.



8. Press the **Save** button to create the new Activity Reporter account.



9. The configured account will be displayed.



Generating Reports

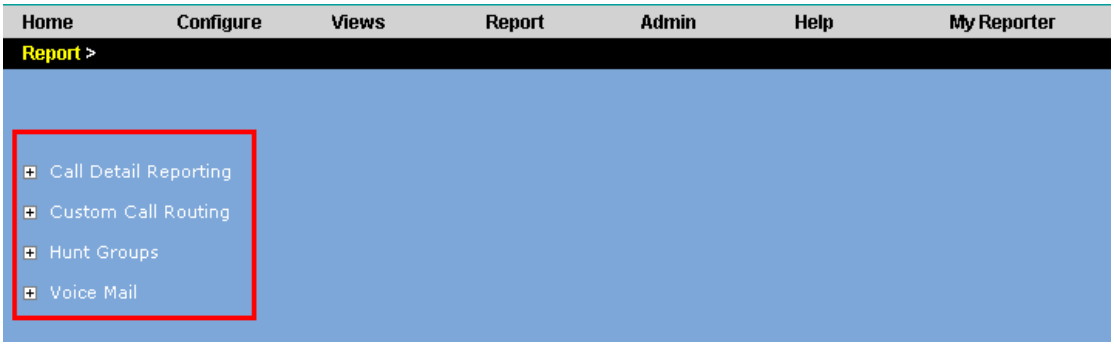
There a number of reports that are available to the user of Activity Reporter. The guides are split into four main categories:

- Call Detail Recording Reports.
- Custom Call Routing.
- Hunt Groups.
- Voicemail.

To access the reports:

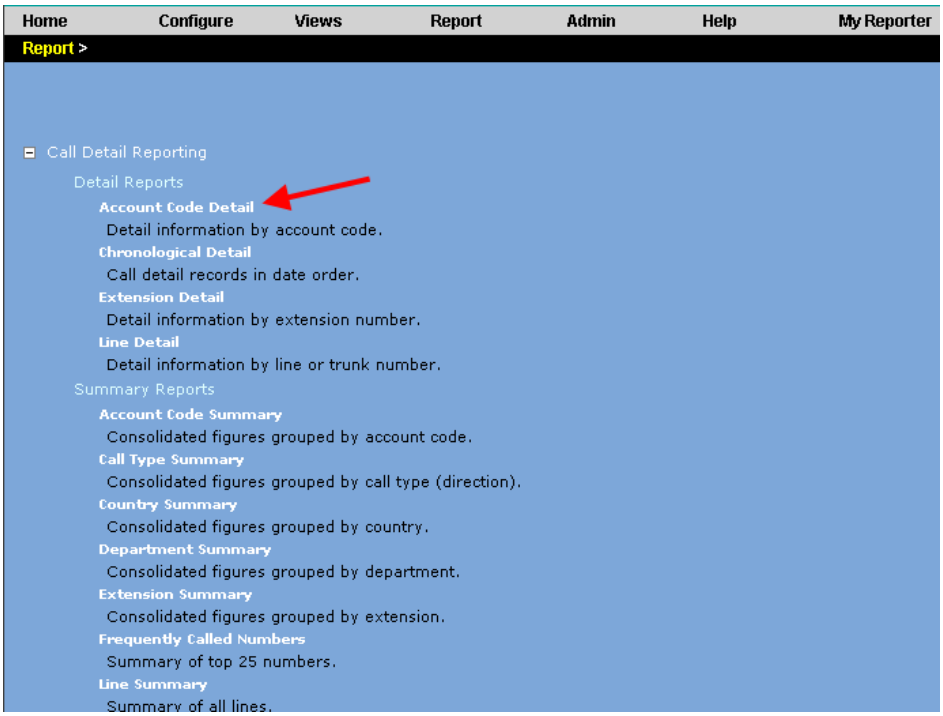
1. From the **Main Menu** click the **Report** link.

2. The four main report groupings will be displayed.

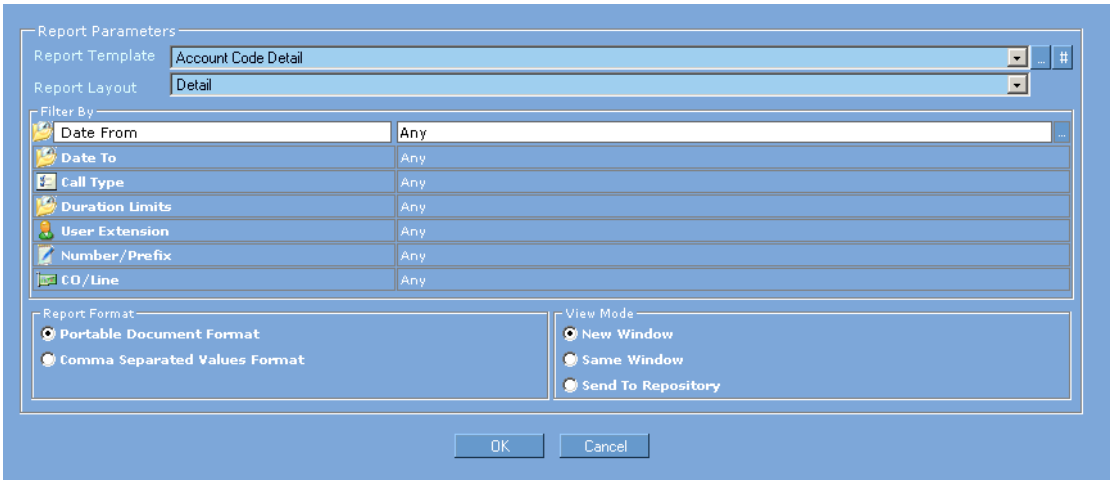


3. To expand the main report headings to display further reports, select the + signs against the main headings. The complete report list will be displayed.

4. To view a report click on the report title. The reports are split into Detail Reports and Summary reports. Detail reports provide a complete detailed list of telephone activity (i.e. each telephone call placed/received by a particular extension for example, extension 250), whereas Summary Reports provide summarized telephony activity (i.e. the total number of calls placed by extension 250).



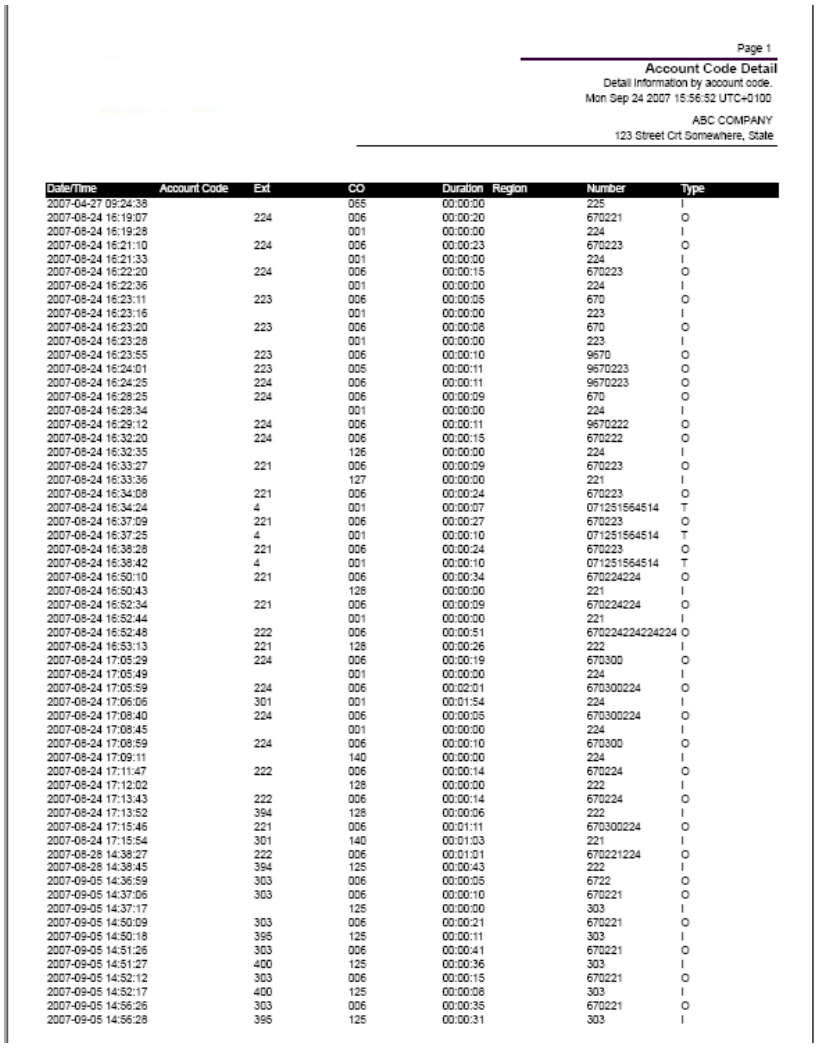
5. In this example the Account Code Details report has been selected. The **Report Parameters** window will be displayed. From here the report can be filtered against certain date and user criteria and whether data on internal or external calls will be displayed. The layout to which the report will be produced can also be defined. Once the filter criteria have been determined click the **OK** button.



Call Detail Reporting

Account Code Detail

Provides detailed information by Account Code.



Page 1

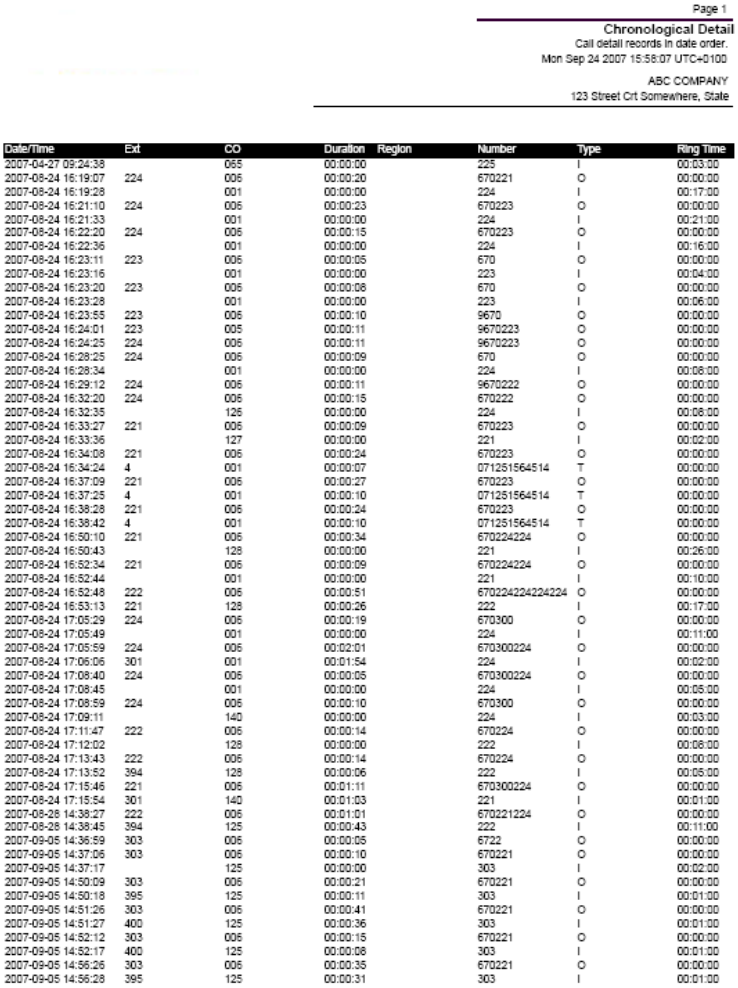
Account Code Detail
Detail information by account code.
Mon Sep 24 2007 15:56:52 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Date/Time	Account Code	Ext	CO	Duration	Region	Number	Type
2007-04-27 09:24:38			055	00:00:00		225	I
2007-08-24 16:19:07		224	006	00:00:20		670221	O
2007-08-24 16:19:28			001	00:00:00		224	I
2007-08-24 16:21:10		224	006	00:00:23		670223	O
2007-08-24 16:21:33			001	00:00:00		224	I
2007-08-24 16:22:20		224	006	00:00:15		670223	O
2007-08-24 16:22:36			001	00:00:00		224	I
2007-08-24 16:23:11		223	006	00:00:05		670	O
2007-08-24 16:23:16			001	00:00:00		223	I
2007-08-24 16:23:20		223	006	00:00:08		670	O
2007-08-24 16:23:28			001	00:00:00		223	I
2007-08-24 16:23:55		223	006	00:00:10		9670	O
2007-08-24 16:24:01		223	005	00:00:11		9670223	O
2007-08-24 16:24:25		224	006	00:00:11		9670223	O
2007-08-24 16:28:25		224	006	00:00:09		670	O
2007-08-24 16:28:34			001	00:00:00		224	I
2007-08-24 16:29:12		224	006	00:00:11		9670222	O
2007-08-24 16:32:20		224	006	00:00:15		670222	O
2007-08-24 16:32:35			126	00:00:00		224	I
2007-08-24 16:33:27		221	006	00:00:09		670223	O
2007-08-24 16:33:36			127	00:00:00		221	I
2007-08-24 16:34:08		221	006	00:00:24		670223	O
2007-08-24 16:34:24		4	001	00:00:07		071251564514	T
2007-08-24 16:37:09		221	006	00:00:27		670223	O
2007-08-24 16:37:25		4	001	00:00:10		071251564514	T
2007-08-24 16:38:28		221	006	00:00:24		670223	O
2007-08-24 16:38:42		4	001	00:00:10		071251564514	T
2007-08-24 16:50:10		221	006	00:00:34		670224224	O
2007-08-24 16:50:43			128	00:00:00		221	I
2007-08-24 16:52:34		221	006	00:00:09		670224224	O
2007-08-24 16:52:44			001	00:00:00		221	I
2007-08-24 16:52:48		222	006	00:00:51		670224224224224	O
2007-08-24 16:53:13		221	128	00:00:26		222	I
2007-08-24 17:05:29		224	006	00:00:19		670300	O
2007-08-24 17:05:49			001	00:00:00		224	I
2007-08-24 17:05:59		224	006	00:02:01		670300224	O
2007-08-24 17:06:06		301	001	00:01:54		224	I
2007-08-24 17:08:40		224	006	00:00:05		670300224	O
2007-08-24 17:08:45			001	00:00:00		224	I
2007-08-24 17:08:59		224	006	00:00:10		670300	O
2007-08-24 17:09:11			140	00:00:00		224	I
2007-08-24 17:11:47		222	006	00:00:14		670224	O
2007-08-24 17:12:02			128	00:00:00		222	I
2007-08-24 17:13:43		222	006	00:00:14		670224	O
2007-08-24 17:13:52		394	128	00:00:06		222	I
2007-08-24 17:15:46		221	006	00:01:11		670300224	O
2007-08-24 17:15:54		301	140	00:01:03		221	I
2007-08-28 14:38:27		222	006	00:01:01		670221224	O
2007-08-28 14:38:45		394	125	00:00:43		222	I
2007-09-05 14:36:59		303	006	00:00:05		6722	O
2007-09-05 14:37:06		303	006	00:00:10		670221	O
2007-09-05 14:37:17			125	00:00:00		303	I
2007-09-05 14:50:09		303	006	00:00:21		670221	O
2007-09-05 14:50:18		396	125	00:00:11		303	I
2007-09-05 14:51:26		303	006	00:00:41		670221	O
2007-09-05 14:51:27		400	125	00:00:36		303	I
2007-09-05 14:52:12		303	006	00:00:15		670221	O
2007-09-05 14:52:17		400	125	00:00:08		303	I
2007-09-05 14:56:26		303	006	00:00:35		670221	O
2007-09-05 14:56:28		396	125	00:00:31		303	I

Chronological Detail

Provides call detail data in date order.



Page 1

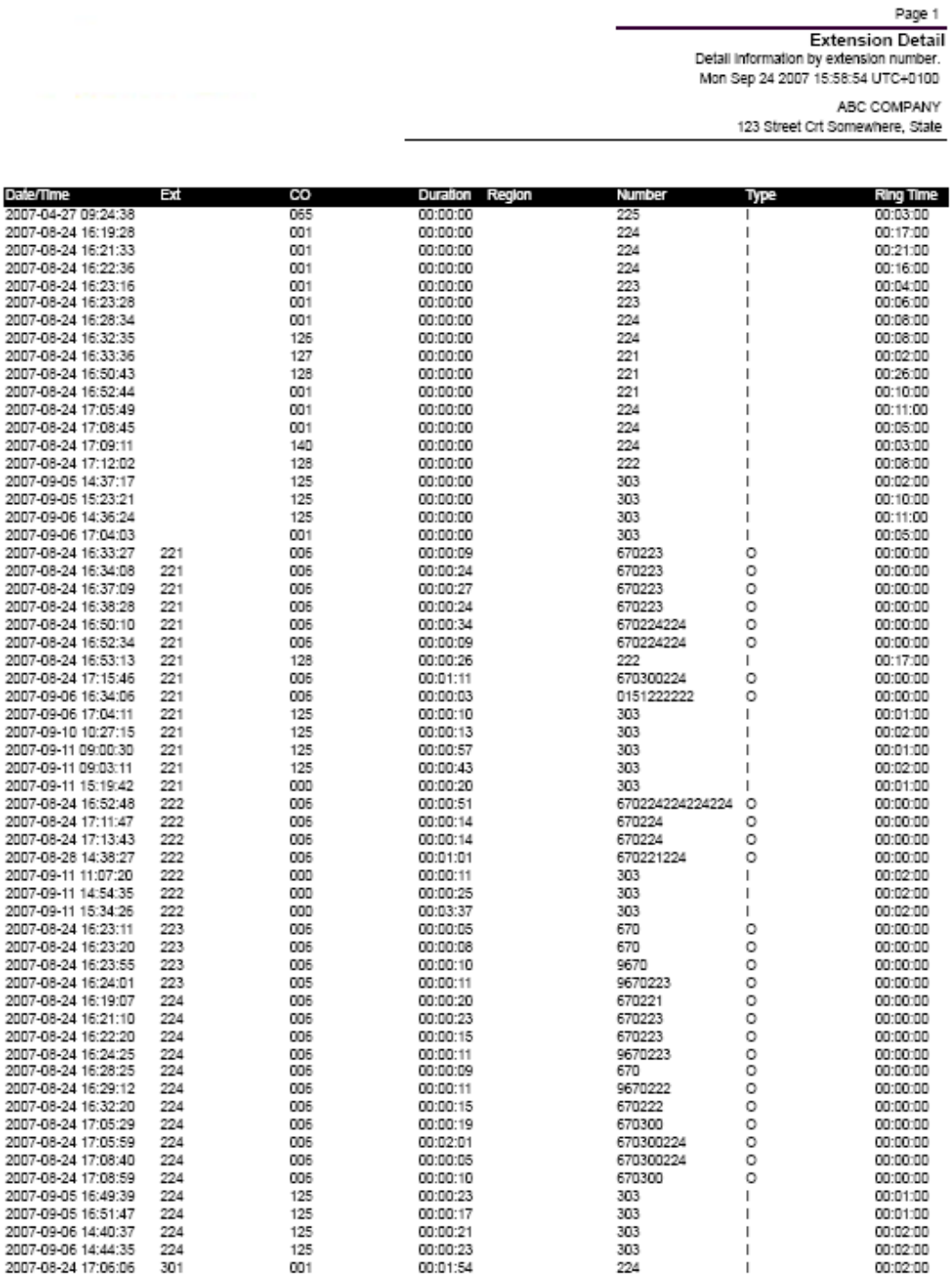
Chronological Detail
Call detail records in date order.
Mon Sep 24 2007 15:58:07 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Date/Time	Ext	CO	Duration	Region	Number	Type	Ring Time
2007-04-27 09:24:38		065	00:00:00		225	I	00:03:00
2007-08-24 16:19:07	224	006	00:00:20		670221	O	00:00:00
2007-08-24 16:19:28		001	00:00:00		224	I	00:17:00
2007-08-24 16:21:10	224	006	00:00:23		670223	O	00:00:00
2007-08-24 16:21:33		001	00:00:00		224	I	00:21:00
2007-08-24 16:22:20	224	006	00:00:15		670223	O	00:00:00
2007-08-24 16:22:36		001	00:00:00		224	I	00:16:00
2007-08-24 16:23:11	223	006	00:00:05		670	O	00:00:00
2007-08-24 16:23:16		001	00:00:00		223	I	00:04:00
2007-08-24 16:23:20	223	006	00:00:08		670	O	00:00:00
2007-08-24 16:23:28		001	00:00:00		223	I	00:06:00
2007-08-24 16:23:55	223	006	00:00:10		9670	O	00:00:00
2007-08-24 16:24:01	223	005	00:00:11		9670223	O	00:00:00
2007-08-24 16:24:25	224	006	00:00:11		9670223	O	00:00:00
2007-08-24 16:28:25	224	006	00:00:09		670	O	00:00:00
2007-08-24 16:28:34		001	00:00:00		224	I	00:08:00
2007-08-24 16:29:12	224	006	00:00:11		9670222	O	00:00:00
2007-08-24 16:32:20	224	006	00:00:15		670222	O	00:00:00
2007-08-24 16:32:35		126	00:00:00		224	I	00:08:00
2007-08-24 16:33:27	221	006	00:00:09		670223	O	00:00:00
2007-08-24 16:33:36		127	00:00:00		221	I	00:02:00
2007-08-24 16:34:08	221	006	00:00:24		670223	O	00:00:00
2007-08-24 16:34:24	4	001	00:00:07		071251564514	T	00:00:00
2007-08-24 16:37:09	221	006	00:00:27		670223	O	00:00:00
2007-08-24 16:37:25	4	001	00:00:10		071251564514	T	00:00:00
2007-08-24 16:38:28	221	006	00:00:24		670223	O	00:00:00
2007-08-24 16:38:42	4	001	00:00:10		071251564514	T	00:00:00
2007-08-24 16:50:10	221	006	00:00:34		670224224	O	00:00:00
2007-08-24 16:50:43		128	00:00:00		221	I	00:26:00
2007-08-24 16:52:34	221	006	00:00:09		670224224	O	00:00:00
2007-08-24 16:52:44		001	00:00:00		221	I	00:10:00
2007-08-24 16:52:48	222	006	00:00:51		670224224224224	O	00:00:00
2007-08-24 16:53:13	221	128	00:00:26		222	I	00:17:00
2007-08-24 17:05:29	224	006	00:00:19		670300	O	00:00:00
2007-08-24 17:05:49		001	00:00:00		224	I	00:11:00
2007-08-24 17:05:59	224	006	00:02:01		670300224	O	00:00:00
2007-08-24 17:06:06	301	001	00:01:54		224	I	00:02:00
2007-08-24 17:08:40	224	006	00:00:05		670300224	O	00:00:00
2007-08-24 17:08:45		001	00:00:00		224	I	00:05:00
2007-08-24 17:08:59	224	006	00:00:10		670300	O	00:00:00
2007-08-24 17:09:11		140	00:00:00		224	I	00:03:00
2007-08-24 17:11:47	222	006	00:00:14		670224	O	00:00:00
2007-08-24 17:12:02		128	00:00:00		222	I	00:08:00
2007-08-24 17:13:43	222	006	00:00:14		670224	O	00:00:00
2007-08-24 17:13:52	394	128	00:00:06		222	I	00:05:00
2007-08-24 17:15:46	221	006	00:01:11		670300224	O	00:00:00
2007-08-24 17:15:54	301	140	00:01:03		221	I	00:01:00
2007-08-28 14:38:27	222	006	00:01:01		670221224	O	00:00:00
2007-08-28 14:38:45	394	125	00:00:43		222	I	00:11:00
2007-09-05 14:36:59	303	006	00:00:05		6722	O	00:00:00
2007-09-05 14:37:06	303	006	00:00:10		670221	O	00:00:00
2007-09-05 14:37:17		125	00:00:00		303	I	00:02:00
2007-09-05 14:50:09	303	006	00:00:21		670221	O	00:00:00
2007-09-05 14:50:18	395	125	00:00:11		303	I	00:01:00
2007-09-05 14:51:26	303	006	00:00:41		670221	O	00:00:00
2007-09-05 14:51:27	400	125	00:00:36		303	I	00:01:00
2007-09-05 14:52:12	303	006	00:00:15		670221	O	00:00:00
2007-09-05 14:52:17	400	125	00:00:08		303	I	00:01:00
2007-09-05 14:56:25	303	006	00:00:35		670221	O	00:00:00
2007-09-05 14:56:28	395	125	00:00:31		303	I	00:01:00

Extension Detail

Provides detailed information by extension number.



Page 1

Extension Detail

Detail information by extension number.
Mon Sep 24 2007 15:58:54 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Date/Time	Ext	CO	Duration	Region	Number	Type	Ring Time
2007-04-27 09:24:38		065	00:00:00		225	I	00:03:00
2007-08-24 16:19:28		001	00:00:00		224	I	00:17:00
2007-08-24 16:21:33		001	00:00:00		224	I	00:21:00
2007-08-24 16:22:36		001	00:00:00		224	I	00:16:00
2007-08-24 16:23:16		001	00:00:00		223	I	00:04:00
2007-08-24 16:23:28		001	00:00:00		223	I	00:06:00
2007-08-24 16:28:34		001	00:00:00		224	I	00:08:00
2007-08-24 16:32:35		126	00:00:00		224	I	00:08:00
2007-08-24 16:33:36		127	00:00:00		221	I	00:02:00
2007-08-24 16:50:43		128	00:00:00		221	I	00:26:00
2007-08-24 16:52:44		001	00:00:00		221	I	00:10:00
2007-08-24 17:05:49		001	00:00:00		224	I	00:11:00
2007-08-24 17:08:45		001	00:00:00		224	I	00:05:00
2007-08-24 17:09:11		140	00:00:00		224	I	00:03:00
2007-08-24 17:12:02		128	00:00:00		222	I	00:08:00
2007-09-05 14:37:17		125	00:00:00		303	I	00:02:00
2007-09-05 15:23:21		125	00:00:00		303	I	00:10:00
2007-09-06 14:36:24		125	00:00:00		303	I	00:11:00
2007-09-06 17:04:03		001	00:00:00		303	I	00:05:00
2007-08-24 16:33:27	221	006	00:00:09		670223	O	00:00:00
2007-08-24 16:34:08	221	006	00:00:24		670223	O	00:00:00
2007-08-24 16:37:09	221	006	00:00:27		670223	O	00:00:00
2007-08-24 16:38:28	221	006	00:00:24		670223	O	00:00:00
2007-08-24 16:50:10	221	006	00:00:34		670224224	O	00:00:00
2007-08-24 16:52:34	221	006	00:00:09		670224224	O	00:00:00
2007-08-24 16:53:13	221	128	00:00:26		222	I	00:17:00
2007-08-24 17:15:46	221	006	00:01:11		670300224	O	00:00:00
2007-09-06 16:34:06	221	006	00:00:03		0151222222	O	00:00:00
2007-09-06 17:04:11	221	125	00:00:10		303	I	00:01:00
2007-09-10 10:27:15	221	125	00:00:13		303	I	00:02:00
2007-09-11 09:00:30	221	125	00:00:57		303	I	00:01:00
2007-09-11 09:03:11	221	125	00:00:43		303	I	00:02:00
2007-09-11 15:19:42	221	000	00:00:20		303	I	00:01:00
2007-08-24 16:52:48	222	006	00:00:51		670224224224224	O	00:00:00
2007-08-24 17:11:47	222	006	00:00:14		670224	O	00:00:00
2007-08-24 17:13:43	222	006	00:00:14		670224	O	00:00:00
2007-08-28 14:38:27	222	006	00:01:01		670221224	O	00:00:00
2007-09-11 11:07:20	222	000	00:00:11		303	I	00:02:00
2007-09-11 14:54:35	222	000	00:00:25		303	I	00:02:00
2007-09-11 15:34:26	222	000	00:03:37		303	I	00:02:00
2007-08-24 16:23:11	223	006	00:00:05		670	O	00:00:00
2007-08-24 16:23:20	223	006	00:00:08		670	O	00:00:00
2007-08-24 16:23:55	223	006	00:00:10		9670	O	00:00:00
2007-08-24 16:24:01	223	005	00:00:11		9670223	O	00:00:00
2007-08-24 16:19:07	224	006	00:00:20		670221	O	00:00:00
2007-08-24 16:21:10	224	006	00:00:23		670223	O	00:00:00
2007-08-24 16:22:20	224	006	00:00:15		670223	O	00:00:00
2007-08-24 16:24:25	224	006	00:00:11		9670223	O	00:00:00
2007-08-24 16:28:25	224	006	00:00:09		670	O	00:00:00
2007-08-24 16:29:12	224	006	00:00:11		9670222	O	00:00:00
2007-08-24 16:32:20	224	006	00:00:15		670222	O	00:00:00
2007-08-24 17:05:29	224	006	00:00:19		670300	O	00:00:00
2007-08-24 17:05:59	224	006	00:02:01		670300224	O	00:00:00
2007-08-24 17:08:40	224	006	00:00:05		670300224	O	00:00:00
2007-08-24 17:08:59	224	006	00:00:10		670300	O	00:00:00
2007-09-05 16:49:39	224	125	00:00:23		303	I	00:01:00
2007-09-05 16:51:47	224	125	00:00:17		303	I	00:01:00
2007-09-06 14:40:37	224	125	00:00:21		303	I	00:02:00
2007-09-06 14:44:35	224	125	00:00:23		303	I	00:02:00
2007-08-24 17:06:06	301	001	00:01:54		224	I	00:02:00

Line Detail

Provides detailed information by line or trunk number.

Line Detail
Detail information by line or trunk number.
Mon Sep 24 2007 15:59:57 UTC+0100

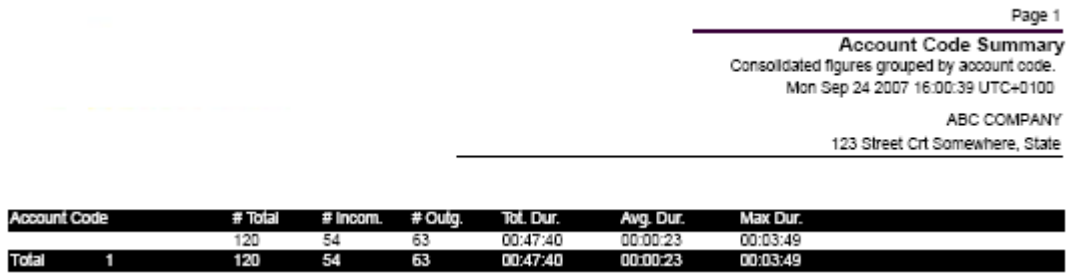
ABC COMPANY
123 Street Crt Somewhere, State

Date/Time	CO	Ext	Duration	Region	Number	Type	Ring Time
2007-09-11 11:07:20	000	222	00:00:11		303	I	00:02:00
2007-09-11 14:54:35	000	222	00:00:25		303	I	00:02:00
2007-09-11 15:19:42	000	221	00:00:20		303	I	00:01:00
2007-09-11 15:34:26	000	222	00:03:37		303	I	00:02:00
2007-08-24 16:19:28	001		00:00:00		224	I	00:17:00
2007-08-24 16:21:33	001		00:00:00		224	I	00:21:00
2007-08-24 16:22:36	001		00:00:00		224	I	00:16:00
2007-08-24 16:23:16	001		00:00:00		223	I	00:04:00
2007-08-24 16:23:28	001		00:00:00		223	I	00:06:00
2007-08-24 16:28:34	001		00:00:00		224	I	00:06:00
2007-08-24 16:34:24	001	4	00:00:07		071251564514	T	00:00:00
2007-08-24 16:37:25	001	4	00:00:10		071251564514	T	00:00:00
2007-08-24 16:38:42	001	4	00:00:10		071251564514	T	00:00:00
2007-08-24 16:52:44	001		00:00:00		221	I	00:10:00
2007-08-24 17:05:49	001		00:00:00		224	I	00:11:00
2007-08-24 17:06:06	001	301	00:01:54		224	I	00:02:00
2007-08-24 17:08:45	001		00:00:00		224	I	00:05:00
2007-09-06 17:04:03	001		00:00:00		303	I	00:05:00
2007-08-24 16:24:01	005	223	00:00:11		9670223	O	00:00:00
2007-08-24 16:19:07	006	224	00:00:20		670221	O	00:00:00
2007-08-24 16:21:10	006	224	00:00:23		670223	O	00:00:00
2007-08-24 16:22:20	006	224	00:00:15		670223	O	00:00:00
2007-08-24 16:23:11	006	223	00:00:05		670	O	00:00:00
2007-08-24 16:23:20	006	223	00:00:06		670	O	00:00:00
2007-08-24 16:23:55	006	223	00:00:10		9670	O	00:00:00
2007-08-24 16:24:25	006	224	00:00:11		9670223	O	00:00:00
2007-08-24 16:28:25	006	224	00:00:09		670	O	00:00:00
2007-08-24 16:29:12	006	224	00:00:11		9670222	O	00:00:00
2007-08-24 16:32:20	006	224	00:00:15		670222	O	00:00:00
2007-08-24 16:33:27	006	221	00:00:09		670223	O	00:00:00
2007-08-24 16:34:08	006	221	00:00:24		670223	O	00:00:00
2007-08-24 16:37:09	006	221	00:00:27		670223	O	00:00:00
2007-08-24 16:38:28	006	221	00:00:24		670223	O	00:00:00
2007-08-24 16:50:10	006	221	00:00:34		670224224	O	00:00:00
2007-08-24 16:52:34	006	221	00:00:09		670224224	O	00:00:00
2007-08-24 16:52:48	006	222	00:00:51		670224224224224	O	00:00:00
2007-08-24 17:05:29	006	224	00:00:19		670300	O	00:00:00
2007-08-24 17:05:59	006	224	00:02:01		670300224	O	00:00:00
2007-08-24 17:08:40	006	224	00:00:05		670300224	O	00:00:00
2007-08-24 17:08:59	006	224	00:00:10		670300	O	00:00:00
2007-08-24 17:11:47	006	222	00:00:14		670224	O	00:00:00
2007-08-24 17:13:43	006	222	00:00:14		670224	O	00:00:00
2007-08-24 17:15:46	006	221	00:01:11		670300224	O	00:00:00
2007-08-28 14:38:27	006	222	00:01:01		670221224	O	00:00:00
2007-09-05 14:36:59	006	303	00:00:05		6722	O	00:00:00
2007-09-05 14:37:06	006	303	00:00:10		670221	O	00:00:00
2007-09-05 14:50:09	006	303	00:00:21		670221	O	00:00:00
2007-09-05 14:51:26	006	303	00:00:41		670221	O	00:00:00
2007-09-05 14:52:12	006	303	00:00:15		670221	O	00:00:00
2007-09-05 14:56:26	006	303	00:00:35		670221	O	00:00:00
2007-09-05 14:57:05	006	303	00:00:12		670221	O	00:00:00
2007-09-05 15:23:11	006	303	00:00:10		670221	O	00:00:00
2007-09-05 15:23:32	006	303	00:00:08		670221	O	00:00:00
2007-09-05 16:39:44	006	303	00:00:06		670221	O	00:00:00
2007-09-05 16:46:06	006	303	00:00:54		670221	O	00:00:00
2007-09-05 16:49:08	006	303	00:00:27		670221	O	00:00:00
2007-09-05 16:49:37	006	303	00:00:24		670221	O	00:00:00
2007-09-05 16:51:46	006	303	00:00:16		670221	O	00:00:00
2007-09-06 14:36:06	006	303	00:00:16		670221	O	00:00:00
2007-09-06 14:40:24	006	303	00:00:04		670	O	00:00:00

Account Code Summary

Provides consolidated figures grouped by account code.

c



Page 1

Account Code Summary

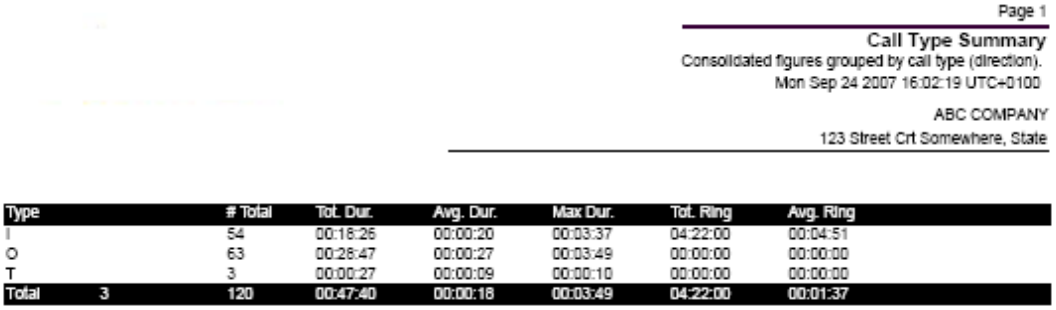
Consolidated figures grouped by account code.
Mon Sep 24 2007 16:00:39 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Account Code		# Total	# Incom.	# Outg.	Tot. Dur.	Avg. Dur.	Max Dur.
		120	54	63	00:47:40	00:00:23	00:03:49
Total	1	120	54	63	00:47:40	00:00:23	00:03:49

Call Type Summary

Provides consolidated figures grouped by call type (direction).



Page 1

Call Type Summary

Consolidated figures grouped by call type (direction).
Mon Sep 24 2007 16:02:19 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

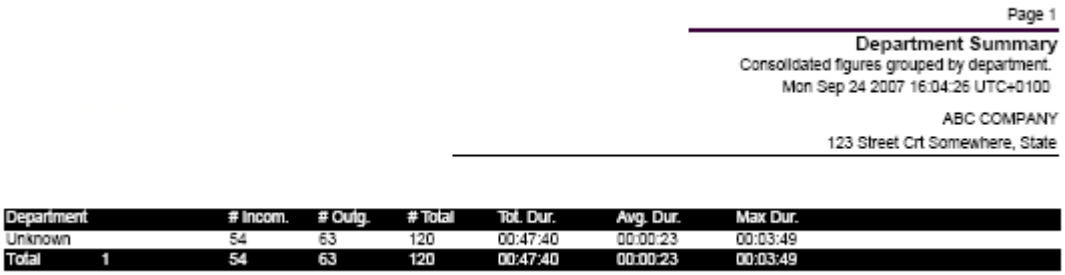
Type		# Total	Tot. Dur.	Avg. Dur.	Max Dur.	Tot. Ring	Avg. Ring
I		54	00:18:26	00:00:20	00:03:37	04:22:00	00:04:51
O		63	00:28:47	00:00:27	00:03:49	00:00:00	00:00:00
T		3	00:00:27	00:00:09	00:00:10	00:00:00	00:00:00
Total	3	120	00:47:40	00:00:18	00:03:49	04:22:00	00:01:37

Country Summary

Provides consolidated figures grouped by country.

Department Summary

Provides consolidated figures grouped by department.



Page 1

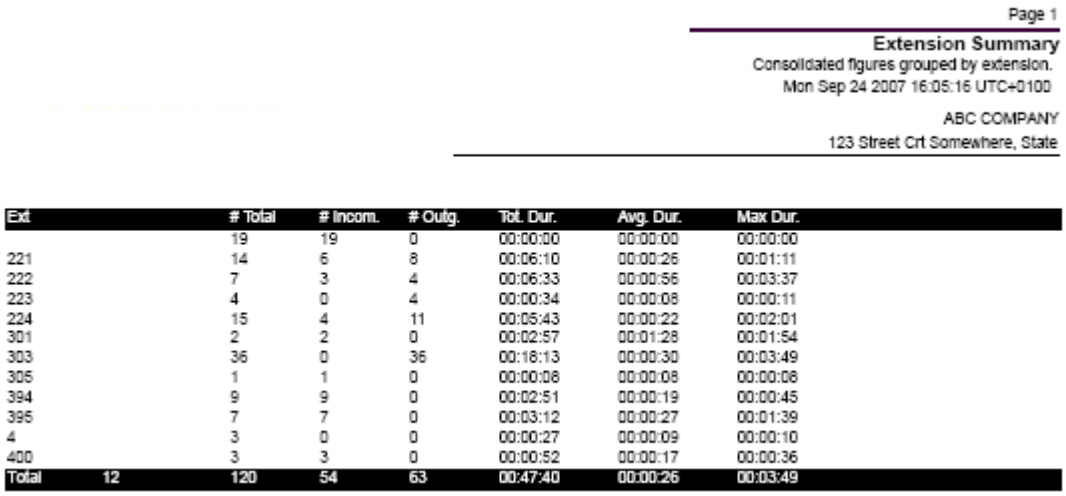
Department Summary
Consolidated figures grouped by department.
Mon Sep 24 2007 16:04:26 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Department		# Incom.	# Outg.	# Total	Tot. Dur.	Avg. Dur.	Max Dur.
Unknown		54	63	120	00:47:40	00:00:23	00:03:49
Total	1	54	63	120	00:47:40	00:00:23	00:03:49

Extension Summary

Provides consolidated figures grouped by extension.



Page 1

Extension Summary
Consolidated figures grouped by extension.
Mon Sep 24 2007 16:05:16 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Ext.		# Total	# Incom.	# Outg.	Tot. Dur.	Avg. Dur.	Max Dur.
		19	19	0	00:00:00	00:00:00	00:00:00
221		14	6	8	00:06:10	00:00:26	00:01:11
222		7	3	4	00:06:33	00:00:56	00:03:37
223		4	0	4	00:00:34	00:00:08	00:00:11
224		15	4	11	00:05:43	00:00:22	00:02:01
301		2	2	0	00:02:57	00:01:28	00:01:54
303		36	0	36	00:18:13	00:00:30	00:03:49
305		1	1	0	00:00:08	00:00:08	00:00:08
394		9	9	0	00:02:51	00:00:19	00:00:45
395		7	7	0	00:03:12	00:00:27	00:01:39
4		3	0	0	00:00:27	00:00:09	00:00:10
400		3	3	0	00:00:52	00:00:17	00:00:36
Total	12	120	54	63	00:47:40	00:00:26	00:03:49

Frequently Called Numbers

Summary of top 25 numbers.

Frequently Called Numbers
Summary of top 25 numbers.
Mon Sep 24 2007 16:06:05 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Number	# Total	# Incom.	# Outg.	Tot. Dur.	Avg. Dur.	Max Dur.
303	34	34	0	00:14:14	00:00:25	00:03:37
670221	32	0	32	00:17:36	00:00:33	00:03:49
224	9	9	0	00:01:54	00:00:12	00:01:54
670223	6	0	6	00:02:02	00:00:20	00:00:27
221	4	4	0	00:01:03	00:00:15	00:01:03
222	4	4	0	00:01:15	00:00:18	00:00:43
670	4	0	4	00:00:26	00:00:06	00:00:09
071251564514	3	0	0	00:00:27	00:00:09	00:00:10
670300224	3	0	3	00:03:17	00:01:05	00:02:01
223	2	2	0	00:00:00	00:00:00	00:00:00
670224	2	0	2	00:00:28	00:00:14	00:00:14
670224224	2	0	2	00:00:43	00:00:21	00:00:34
670300	2	0	2	00:00:29	00:00:14	00:00:19
9670223	2	0	2	00:00:22	00:00:11	00:00:11
0151222222	1	0	1	00:00:03	00:00:03	00:00:03
225	1	1	0	00:00:00	00:00:00	00:00:00
6702211	1	0	1	00:00:22	00:00:22	00:00:22
67022113	1	0	1	00:00:15	00:00:15	00:00:15
670221224	1	0	1	00:01:01	00:01:01	00:01:01
670222	1	0	1	00:00:15	00:00:15	00:00:15
6702221	1	0	1	00:00:11	00:00:11	00:00:11
670224224224224	1	0	1	00:00:51	00:00:51	00:00:51
6722	1	0	1	00:00:05	00:00:05	00:00:05
9670	1	0	1	00:00:10	00:00:10	00:00:10
9670222	1	0	1	00:00:11	00:00:11	00:00:11
Total 25	120	54	63	00:47:40	00:00:18	00:03:49

Line Summary

Summary of all lines.

Line Summary
Summary of all lines.
Mon Sep 24 2007 16:07:01 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

CO	# Total	# Incom.	# Outg.	Tot. Dur.	Avg. Dur.	Max Dur.
000	4	4	0	00:04:33	00:01:08	00:03:37
001	14	11	0	00:02:21	00:00:10	00:01:54
005	1	0	1	00:00:11	00:00:11	00:00:11
006	62	0	62	00:28:36	00:00:27	00:03:49
065	1	1	0	00:00:00	00:00:00	00:00:00
125	30	30	0	00:10:24	00:00:20	00:01:39
126	1	1	0	00:00:00	00:00:00	00:00:00
127	1	1	0	00:00:00	00:00:00	00:00:00
128	4	4	0	00:00:32	00:00:08	00:00:26
140	2	2	0	00:01:03	00:00:31	00:01:03
Total 10	120	54	63	00:47:40	00:00:17	00:03:49

Custom Call Routing Reports

Custom Call Routing Detail

Provides summary of auto attendant traffic.

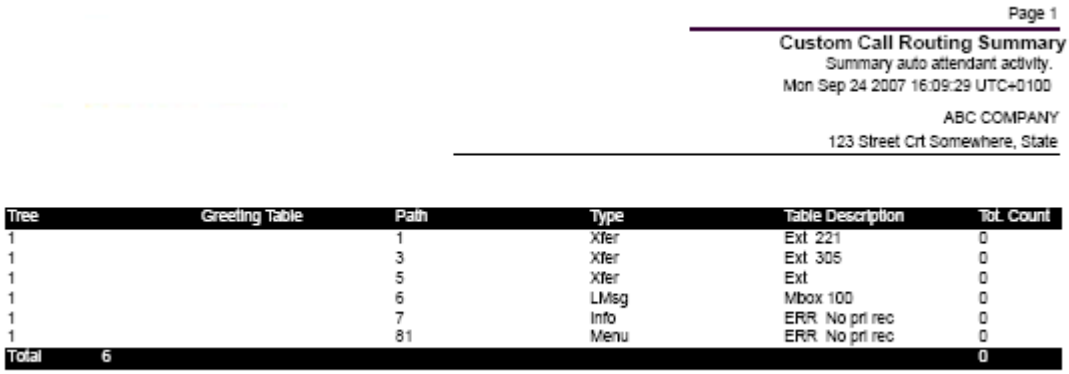
Custom Call Routing Detail
Summary of auto attendant traffic.
Mon Sep 24 2007 16:08:21 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Date	Tree	Greeting Table	Path	Type	Table Description	Destination	Count	Status
2007-09-23	1		0	Menu	ERR No pri rec		0	D
2007-09-23	1		1	Xfer	Ext 221		0	D
2007-09-23	1		2	LMsg	Mbox 100	Home	0	D
2007-09-23	1		3	Xfer	Ext 305		0	D
2007-09-23	1		4	Xfer	Ext		0	D
2007-09-23	1		5	Xfer	Ext		0	D
2007-09-23	1		6	LMsg	Mbox 100	Home	0	D
2007-09-23	1		7	Info	ERR No pri rec	Home	0	D
2007-09-23	1		8	Menu	ERR No pri rec		0	D
2007-09-23	1		81	Menu	ERR No pri rec		0	D
2007-09-23	1		0	Menu	ERR No pri rec		0	D
2007-09-23	1		1	Xfer	Ext 221		0	D
2007-09-23	1		2	LMsg	Mbox 100	Home	0	D
2007-09-23	1		3	Xfer	Ext 305		0	D
2007-09-23	1		4	Xfer	Ext		0	D
2007-09-23	1		5	Xfer	Ext		0	D
2007-09-23	1		6	LMsg	Mbox 100	Home	0	D
2007-09-23	1		7	Info	ERR No pri rec	Home	0	D
2007-09-23	1		8	Menu	ERR No pri rec		0	D
2007-09-23	1		81	Menu	ERR No pri rec		0	D
2007-09-22	1		0	Menu	ERR No pri rec		0	D
2007-09-22	1		1	Xfer	Ext 221		0	D
2007-09-22	1		2	LMsg	Mbox 100	Home	0	D
2007-09-22	1		3	Xfer	Ext 305		0	D
2007-09-22	1		4	Xfer	Ext		0	D
2007-09-22	1		5	Xfer	Ext		0	D
2007-09-22	1		6	LMsg	Mbox 100	Home	0	D
2007-09-22	1		7	Info	ERR No pri rec	Home	0	D
2007-09-22	1		8	Menu	ERR No pri rec		0	D
2007-09-22	1		81	Menu	ERR No pri rec		0	D
2007-09-22	1		0	Menu	ERR No pri rec		0	D
2007-09-22	1		1	Xfer	Ext 221		0	D
2007-09-22	1		2	LMsg	Mbox 100	Home	0	D
2007-09-22	1		3	Xfer	Ext 305		0	D
2007-09-22	1		4	Xfer	Ext		0	D
2007-09-22	1		5	Xfer	Ext		0	D
2007-09-22	1		6	LMsg	Mbox 100	Home	0	D
2007-09-22	1		7	Info	ERR No pri rec	Home	0	D
2007-09-22	1		8	Menu	ERR No pri rec		0	D
2007-09-22	1		81	Menu	ERR No pri rec		0	D
2007-09-21	1		0	Menu	ERR No pri rec		0	D
2007-09-21	1		1	Xfer	Ext 221		0	D
2007-09-21	1		2	LMsg	Mbox 100	Home	0	D
2007-09-21	1		3	Xfer	Ext 305		0	D
2007-09-21	1		4	Xfer	Ext		0	D
2007-09-21	1		5	Xfer	Ext		0	D
2007-09-21	1		6	LMsg	Mbox 100	Home	0	D
2007-09-21	1		7	Info	ERR No pri rec	Home	0	D
2007-09-21	1		8	Menu	ERR No pri rec		0	D
2007-09-21	1		81	Menu	ERR No pri rec		0	D
2007-09-21	1		0	Menu	ERR No pri rec		0	D
2007-09-21	1		1	Xfer	Ext 221		0	D
2007-09-21	1		2	LMsg	Mbox 100	Home	0	D
2007-09-21	1		3	Xfer	Ext 305		0	D
2007-09-21	1		4	Xfer	Ext		0	D
2007-09-21	1		5	Xfer	Ext		0	D
2007-09-21	1		6	LMsg	Mbox 100	Home	0	D
2007-09-21	1		7	Info	ERR No pri rec	Home	0	D
2007-09-21	1		8	Menu	ERR No pri rec		0	D
2007-09-21	1		81	Menu	ERR No pri rec		0	D

Custom Call Routing Summary

Provides summary auto attendant activity.



Page 1

Custom Call Routing Summary
Summary auto attendant activity.
Mon Sep 24 2007 16:09:29 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Tree	Greeting Table	Path	Type	Table Description	Tot. Count
1		1	Xfer	Ext 221	0
1		3	Xfer	Ext 305	0
1		5	Xfer	Ext	0
1		6	LMsg	Mbox 100	0
1		7	Info	ERR No pri rec	0
1		81	Menu	ERR No pri rec	0
Total	6				0

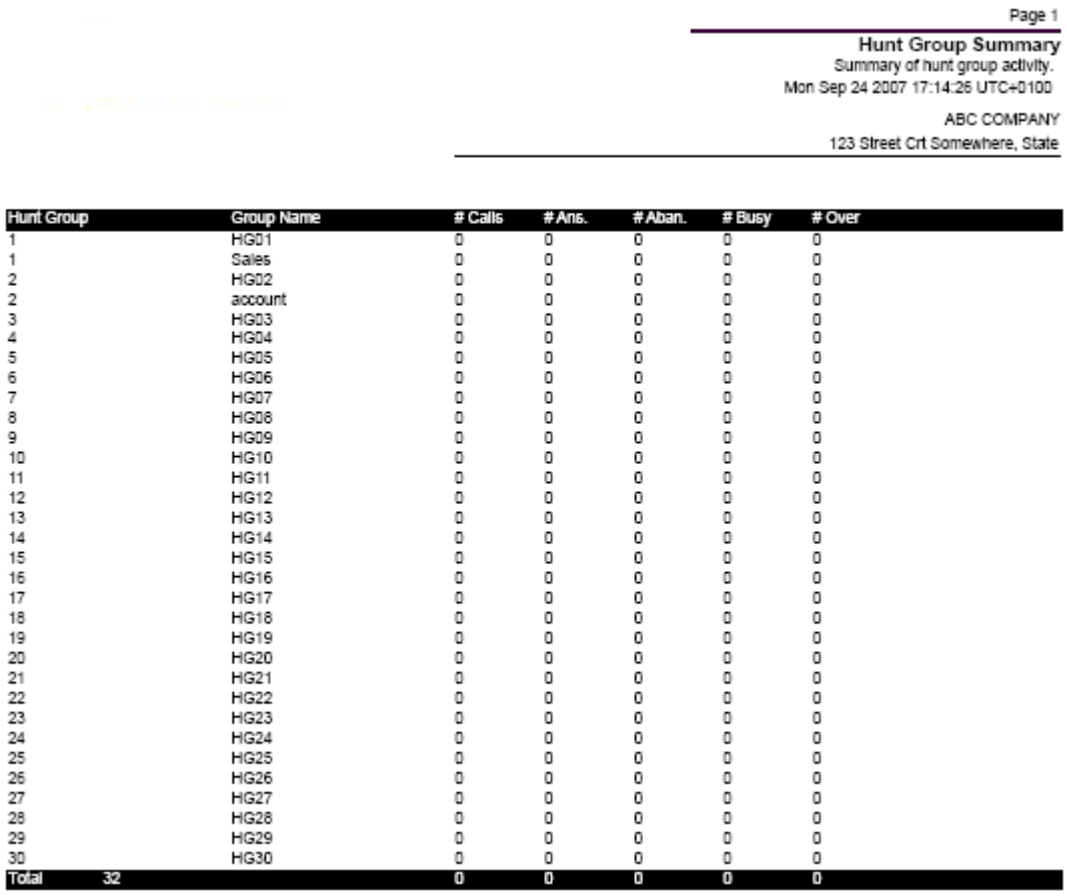
Hunt Group Reports

Hunt Group Detail

Provides a summary of hunt group traffic.

Hunt Group Summary

Provides a summary of hunt group activity.



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Hunt Group Summary
Summary of hunt group activity.
Mon Sep 24 2007 17:14:26 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Hunt Group		Group Name	# Calls	# Ans.	# Aban.	# Busy	# Over
1		HG01	0	0	0	0	0
1		Sales	0	0	0	0	0
2		HG02	0	0	0	0	0
2		account	0	0	0	0	0
3		HG03	0	0	0	0	0
4		HG04	0	0	0	0	0
5		HG05	0	0	0	0	0
6		HG06	0	0	0	0	0
7		HG07	0	0	0	0	0
8		HG08	0	0	0	0	0
9		HG09	0	0	0	0	0
10		HG10	0	0	0	0	0
11		HG11	0	0	0	0	0
12		HG12	0	0	0	0	0
13		HG13	0	0	0	0	0
14		HG14	0	0	0	0	0
15		HG15	0	0	0	0	0
16		HG16	0	0	0	0	0
17		HG17	0	0	0	0	0
18		HG18	0	0	0	0	0
19		HG19	0	0	0	0	0
20		HG20	0	0	0	0	0
21		HG21	0	0	0	0	0
22		HG22	0	0	0	0	0
23		HG23	0	0	0	0	0
24		HG24	0	0	0	0	0
25		HG25	0	0	0	0	0
26		HG26	0	0	0	0	0
27		HG27	0	0	0	0	0
28		HG28	0	0	0	0	0
29		HG29	0	0	0	0	0
30		HG30	0	0	0	0	0
Total	32		0	0	0	0	0

Voice Mail Reports

Voice Mail Detail

Provides statistics of mail box activity.

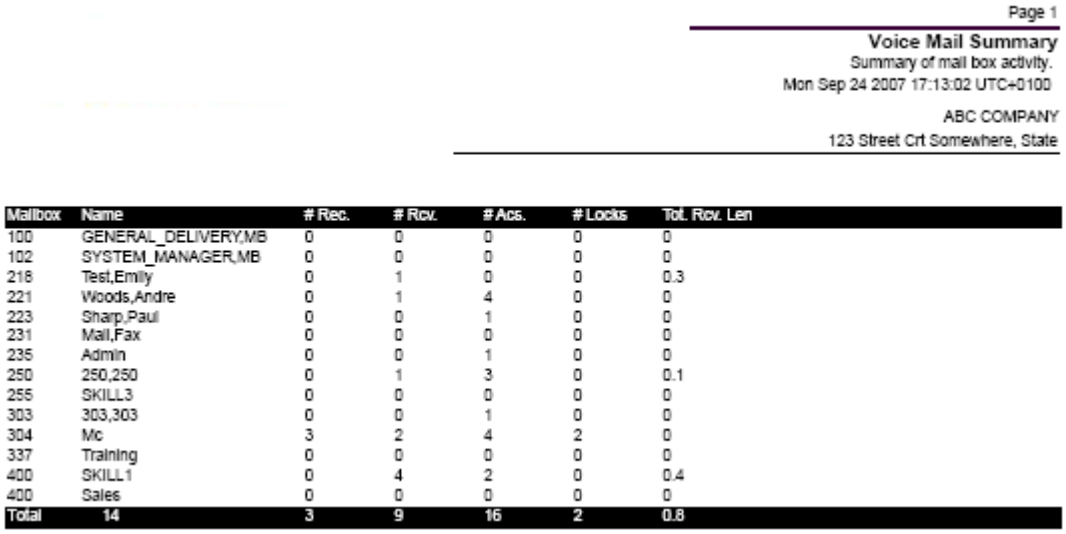
Voice Mail Detail
Statistics of mail box activity.
Mon Sep 24 2007 17:09:37 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Date	Mailbox	Name	Last Access	# Rec.	Tot. Len.	# Rcv.	Tot. Rcv. Len	# Acs.
2007-09-19	235	Admin	2007-09-19	0	0.0	0	0.0	0
2007-09-20	235	Admin	2007-09-20	0	0.0	0	0.0	0
2007-09-21	235	Admin	2007-09-21	0	0.0	0	0.0	0
2007-09-22	235	Admin	2007-09-22	0	0.0	0	0.0	0
2007-09-23	235	Admin	2007-09-23	0	0.0	0	0.0	0
2007-09-18	235	Admin	2007-09-18	0	0.0	0	0.0	0
2007-09-19	235	Admin	2007-09-19	0	0.0	0	0.0	0
2007-09-20	235	Admin	2007-09-20	0	0.0	0	0.0	0
2007-09-21	235	Admin	2007-09-21	0	0.0	0	0.0	0
2007-09-22	235	Admin	2007-09-22	0	0.0	0	0.0	0
2007-09-23	235	Admin	2007-09-23	0	0.0	0	0.0	0
2007-09-06	250	250,250	2007-09-06	0	0.0	1	0.1	3
2007-09-07	250	250,250	2007-09-07	0	0.0	0	0.0	0
2007-09-08	250	250,250	2007-09-08	0	0.0	0	0.0	0
2007-09-09	250	250,250	2007-09-09	0	0.0	0	0.0	0
2007-09-10	250	250,250	2007-09-10	0	0.0	0	0.0	0
2007-09-11	250	250,250	2007-09-11	0	0.0	0	0.0	0
2007-09-12	250	250,250	2007-09-12	0	0.0	0	0.0	0
2007-09-13	250	250,250	2007-09-13	0	0.0	0	0.0	0
2007-09-14	250	250,250	2007-09-14	0	0.0	0	0.0	0
2007-09-15	250	250,250	2007-09-15	0	0.0	0	0.0	0
2007-09-16	250	250,250	2007-09-16	0	0.0	0	0.0	0
2007-09-17	250	250,250	2007-09-17	0	0.0	0	0.0	0
2007-09-18	250	250,250	2007-09-18	0	0.0	0	0.0	0
2007-09-19	250	250,250	2007-09-19	0	0.0	0	0.0	0
2007-09-20	250	250,250	2007-09-20	0	0.0	0	0.0	0
2007-09-21	250	250,250	2007-09-21	0	0.0	0	0.0	0
2007-09-22	250	250,250	2007-09-22	0	0.0	0	0.0	0
2007-09-23	250	250,250	2007-09-23	0	0.0	0	0.0	0
2007-09-18	250	250,250	2007-09-18	0	0.0	0	0.0	0
2007-09-19	250	250,250	2007-09-19	0	0.0	0	0.0	0
2007-09-20	250	250,250	2007-09-20	0	0.0	0	0.0	0
2007-09-21	250	250,250	2007-09-21	0	0.0	0	0.0	0
2007-09-22	250	250,250	2007-09-22	0	0.0	0	0.0	0
2007-09-23	250	250,250	2007-09-23	0	0.0	0	0.0	0
2007-09-13	255	SKILL3	2007-09-13	0	0.0	0	0.0	0
2007-09-14	255	SKILL3	2007-09-14	0	0.0	0	0.0	0
2007-09-15	255	SKILL3	2007-09-15	0	0.0	0	0.0	0
2007-09-16	255	SKILL3	2007-09-16	0	0.0	0	0.0	0
2007-09-17	255	SKILL3	2007-09-17	0	0.0	0	0.0	0
2007-09-18	255	SKILL3	2007-09-18	0	0.0	0	0.0	0
2007-09-19	255	SKILL3	2007-09-19	0	0.0	0	0.0	0
2007-09-20	255	SKILL3	2007-09-20	0	0.0	0	0.0	0
2007-09-21	255	SKILL3	2007-09-21	0	0.0	0	0.0	0
2007-09-22	255	SKILL3	2007-09-22	0	0.0	0	0.0	0
2007-09-23	255	SKILL3	2007-09-23	0	0.0	0	0.0	0
2007-09-18	255	SKILL3	2007-09-18	0	0.0	0	0.0	0
2007-09-19	255	SKILL3	2007-09-19	0	0.0	0	0.0	0
2007-09-20	255	SKILL3	2007-09-20	0	0.0	0	0.0	0
2007-09-21	255	SKILL3	2007-09-21	0	0.0	0	0.0	0
2007-09-22	255	SKILL3	2007-09-22	0	0.0	0	0.0	0
2007-09-23	255	SKILL3	2007-09-23	0	0.0	0	0.0	0
2007-09-06	303	303,303	2007-09-06	0	0.0	0	0.0	1
2007-09-07	303	303,303	2007-09-07	0	0.0	0	0.0	0
2007-09-08	303	303,303	2007-09-08	0	0.0	0	0.0	0
2007-09-09	303	303,303	2007-09-09	0	0.0	0	0.0	0
2007-09-10	303	303,303	2007-09-10	0	0.0	0	0.0	0
2007-09-11	303	303,303	2007-09-11	0	0.0	0	0.0	0
2007-09-12	303	303,303	2007-09-12	0	0.0	0	0.0	0
2007-09-13	303	303,303	2007-09-13	0	0.0	0	0.0	0

Voice Mail Summary

Provides a summary of mail box activity.



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Voice Mail Summary
Summary of mail box activity.
Mon Sep 24 2007 17:13:02 UTC+0100

ABC COMPANY
123 Street Crt Somewhere, State

Mailbox	Name	# Rec.	# Rcv.	# Acs.	# Locks	Tot. Rcv. Len
100	GENERAL_DELIVERY,MB	0	0	0	0	0
102	SYSTEM_MANAGER,MB	0	0	0	0	0
218	Test,Emily	0	1	0	0	0.3
221	Woods,Andre	0	1	4	0	0
223	Sharp,Paul	0	0	1	0	0
231	Mail,Fax	0	0	0	0	0
235	Admin	0	0	1	0	0
250	250,250	0	1	3	0	0.1
255	SKILL3	0	0	0	0	0
303	303,303	0	0	1	0	0
304	Mc	3	2	4	2	0
337	Training	0	0	0	0	0
400	SKILL1	0	4	2	0	0.4
400	Sales	0	0	0	0	0
Total	14	3	9	16	2	0.8

Avaya Documentation Links

- Activity Reporter Installation/Startup Guide